



Contact: Katherine Kirkpatrick
Call Center Scheduler
214-492-1812
kkirkpatrick@callcenterscheduler.com

Valor Telecom Customer Service and Repair Centers Renew Contract With Call Center Scheduler™ Software Helps Telco Meet PUC Requirements, Lowers Staffing Costs by \$1.6 Million

Dallas, TX (February 24, 2003) – Call Center Scheduler, leading provider of effective, affordable workforce management software, today announced that Valor Telecom, the eighth largest Telco in the United States, has chosen to renew its contract for Call Center Scheduler workforce management software and services. Valor Telecom uses Call Center Scheduler to forecast call volumes and cost-effectively staff to meet the Public Utilities Commission (PUC) 90/20 Service Level requirements in its three customer service centers and repair center. In 2002 alone, Valor Telecom lowered staffing costs by \$1.6 Million by using Call Center Scheduler.

“Call Center Scheduler enables us to effectively staff for the significant variance in call volumes that Telcos experience throughout the year,” said Jack Gwynne, Valor Telecom Director of Inside Sales. “From day one, the software has enabled us to provide the highest levels of customer service, meeting PUC requirements while reducing our salary costs by millions.”

“Valor Telecom originally chose us based on our experience and reputation,” said Wayne Shaw, Call Center Scheduler President. “I’m proud that they’ve decided to continue their relationship with us because of the powerful results delivered by our superior forecasting and scheduling software, and our ability to help them strategically manage their workforce for maximum impact on service and customer retention.”

About Call Center Scheduler

Headquartered in Little Rock, Arkansas, Call Center Scheduler was formed in January 2001, to provide an effective, affordable forecasting and scheduling solution for small to medium-sized call centers. The founders average more than 20 years experience in call center operations and offer clients the opportunity to leverage this expertise as part of the value included in every software purchase. Additionally, Call Center Scheduler’s support team consists of experts that help clients develop workforce management strategy and processes in addition to providing software support. Clients include Southwest Airlines, The North Texas Tollway Authority, Drive Financial Services, and SpeedFC, among others. For more information about Call Center Scheduler visit www.callcenterscheduler.com or phone 1-866-222-2363.

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