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ACCOR North America Help Desk Center Chooses a value added proposition with Call Center Scheduler™ *Cost and workforce management tools are key to the decision*

Little Rock, AR (January 5, 2005) – Call Center Scheduler, leading provider of affordable workforce management software, today announced that ACCOR North America has chosen Call Center Scheduler workforce management software as the best workforce management solution for improving service levels while controlling costs.

ACCOR'S Help Desk call center use Call Center Scheduler software to achieve the best balance of offline and online activities for their agents in Carrollton, TX center. By improving forecasting and optimizing schedules the software enables ACCOR to increase overall operational efficiency, meet service level goals and simultaneously lower costs.

“We selected Call Center Scheduler for two reasons, first it offered the scheduling and daily workforce management tools we needed, and second it was reasonably priced for the budget of a call center with 30 agents”, according to Jill Sasser, Call Center Director at ACCOR, NA.

“We are thrilled that the Help Desk for ACCOR found our solution to be the best on the market,” said Wayne Shaw, Call Center Scheduler President. “Our goal is to work with clients to achieve the best staffing processes for their environments, deliver a significant return on investment and exceptional service. Wins like this affirm that we’re on the right track.”

About Call Center Scheduler

Headquartered in Little Rock, Arkansas, Call Center Scheduler was formed in January 2001, to provide solutions and services that maximize the primary asset of the call center – it’s people. The two founders average 20 plus years of customer contact center operations and technical experience. In addition, its support team is made up of scheduling experts who help client’s problem-solve workforce management strategy and processes in addition to supporting software. Clients include Southwest Airlines, Valor Telecom, North Texas Tollway Authority, Drive Financial, and SpeedFC, among others. For more information about Call Center Scheduler visit www.callcenterscheduler.com or phone 1-501-860-7411.