

# Third Party Verification Chooses Call Center Scheduler

*Cost and Support are Key to Decision*

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**Third Party Verification (3PV) Chooses Call Center Scheduler™  
For costs and support  
*Cost and support are key to the decision***

**Little Rock, AR (July 1, 2004)** – Call Center Scheduler, leading provider of affordable workforce management software, today announced that Third Party Verification 3PV has chosen Call Center Scheduler workforce management software as the best workforce management solution for improving service levels while controlling costs.

3PV's call center uses Call Center Scheduler software because of its powerful scheduling and workforce management tools, but they also knew that support was available for new supervisors and users. Improving forecasting and optimizing schedules the software enables 3PV 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 we knew that we would grow and we wanted to be able to have a support team that could help us with our growth" said Aman Thomas Call Center Manger.

"We are glad that the 3PV found our solution to be the best service after the sale," said Wayne Shaw, Call Center Scheduler President. "Our goal is to work with clients to achieve the best staffing processes for their environments, but also to deliver superior service when our customer needs it most, after the sale."

**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](http://www.callcenterscheduler.com) or phone 1-501-860-7411.

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