



Why Make Customers Wait When Your Call Center Responds Quickly?

BSD Enterprises

We help Municipalities deliver better constituent experiences by eliminating high hold times, reducing abandon rates, and addressing staffing issues (including high turnover rates).

We provide clients with competitively priced onshore representatives, many of whom are visually impaired, disabled, or veterans. We've exceeded the KPI expectations of each of our clients in Delaware, the Delmarva Peninsula, and along the East Coast.

Opportunities for Municipal Call Centers
 Every percentage-point increase in customer satisfaction with an agency increases trust in that agency by as much as two percentage points (McKinsey, 2024).

62.3% of respondents wish to reduce stress in achieving their goals when using government call centers. (BPO Services Inc., 2024)

28% of constituents who are placed on hold drop the call after five minutes or less (BPO Services Inc., 2024)

Do you need to reassess your contact center strategy? Here are some indicators to consider.

- **High Abandon Rates:** More than 5% of constituents hang up before being helped.
- **Long Wait Times:** Constituent wait times exceed 60 seconds.
- **Inaccurate Call Routing:** Call routing accuracy is below 99%.
- **Declining Constituent Satisfaction:** Satisfaction scores are trending downward.
- **High Turnover:** Turnover among contact center representatives is high.
- **Lack of Functionality:** Inability to record calls and provide ongoing coaching and training.

How We Help

- Expert, 100% onshore representatives**
 - Highly trained and motivated
 - Diverse, inclusive workforce
 - Specialized in complex customer interactions
- Cutting-edge technology**
 - Advanced call routing and analytics
 - Seamless omnichannel integration
- Strategic call center optimization**
 - Customized workflow design
 - Continuous performance monitoring
 - Data-driven improvement strategies



Quality Interactions For your Contact Center

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“Since [BSDE is] willing to really staff the call center appropriately, our call time and wait times have been minuscule. Our goal is under 30 seconds, and they’ve been within 10 seconds every time, so our call abandonment rate is significantly down and our speed to answer is incredibly fast.”

-- Stephanie Mergler, Deputy COS, Wilmington, DE