

Sencommunications, Inc.® is an established woman-owned business with over 20 years of experience in the telecommunications industry. The Sencomm® family is committed to the highest standards of business ethics and makes customer satisfaction our number one priority. Sencomm is a one stop shop for all your telecommunications needs and is constantly searching for new and exciting products to offer.

Sencomm is now a certified UC Voice Specialist

Sencomm has passed the Plantronics UC Voice Specialist Certification testing program. What does this mean to you? It means we can offer our customers the highest knowledge base of Unified Communications products and solutions for your business.

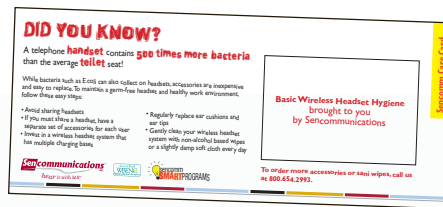


Sencomm's training on this technology will be ongoing, keeping all of our employees' abreast of the most current developments and emerging trends. As a UC endpoint specialist, we will work closely with Strategic Voice Partners including Cisco, IBM, Microsoft and Avaya. Call us today to discuss your company's implementation.

Flu Season is Fast Approaching!

What steps can you take right now to prepare and protect yourself against the flu virus? The flu vaccine is always a great start, in addition to these simple everyday preventive steps:

- Have Sani wipes at your desk. Sani wipes are a safe, hygienic way to wipe down your phones and headsets, and stop the spread of germs.
- Remove & replace all ear cushions and mic screens. Sencomm has also put together a Headset Care Card for corded and wireless solutions that comes with a free sani wipe and has instructions on how to properly clean your headsets.
- Don't forget to wash your hands regularly.



Request your Headset Care Cards today!



Melinda Farmer,
Author of "Retaining Agents and Increasing Productivity through Six Sigma in the Call Center"

- Certified UC Voice Specialist
- Green Belt in Six Sigma
- 8 years of call center management
- Specialist in deploying agent retention and recognition programs
- Applied Project Manager
- Strategic Organizational Leadership

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hear it with us®



WHERE CAN YOU FIND ME?

October 4-6: South Georgia
October 7-9: Tallahassee
October 11-15: Tampa, St. Pete and Clearwater
October 19-20: Orlando

October 21-22: Jacksonville
October 26-28: New York
November 1-5: Tampa, St. Pete and Clearwater
November 9: Tennessee

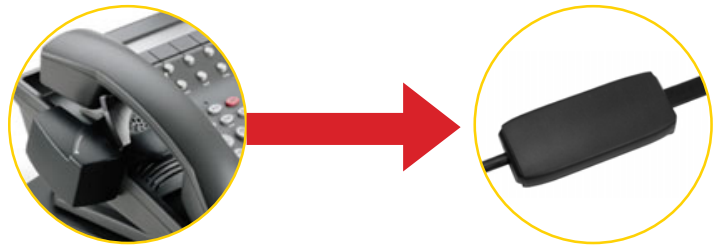
November 10-12: Georgia
November 16: Orlando
November 17-19: Jacksonville
November 22-26: Thanksgiving Holiday
November 29-30: Tampa

Try the latest telecomm products by requesting a 30-day demo online at <https://store.sencomm2.com/Support/RequestDemo>. Schedule an appointment when I am in your area and I will install it for you.

What is an EHS?

An EHS is an Electronic Hook Switch that allows wireless headset systems to take a call without lifting up the handset off the phone, and allowing you to take and end calls remotely. If you are a wireless headset user, you might currently have an HL10 lifter under your handset, which can slide down or fall off over time.

The EHS requires no lifter; it's a simple cord that communicates electronically with the phone, eliminating the need for an HL10



lifter. The EHS is price comparable to the HL10. To see if you qualify for an EHS, call us today at **800.654.2993**. Have your phone make and model available.



K100

Does your Company have an Employee Online Purchasing Catalog?

The holidays are just around the corner and being a Sencomm customer has its perks! Our employee purchasing catalog is loaded with the hottest hi-tech gadget gifts that are sure to please your employees and their families this season. This on-line catalog offers the latest Bluetooth products such as the **M100** from Plantronics or the **K100** car speaker phone. Computer headsets and gaming gear are also available at the same corporate cost you pay for headsets, phones and conferencing units. Pass this savings along to your employees as a bonus this season. Ask us to see if you are eligible for an employee online purchasing catalog today!

M100



Customer Service Week is October 4-8!

Take this Ten-Point Organizational Self-Assessment Quiz to see how your call center is stacking up.

1. Our entire staff has been comprehensively trained on the techniques needed to handle, defuse and retain angry customers: Disagree 1 2 3 4 5 Agree
2. When handling calls from our customers, all of our team members employ a uniform, effective greeting: Disagree 1 2 3 4 5 Agree
3. When an employee has a performance shortfall, our managers are trained to implement a proven coaching process: Disagree 1 2 3 4 5 Agree
4. Customer contact employees at our organization know how to present negative information in a positive way: Disagree 1 2 3 4 5 Agree
5. Our team is skilled at knowing how and when to use a variety of questioning techniques in their customer interactions: Disagree 1 2 3 4 5 Agree
6. New employees are well educated on issues such as dress code, limits on personal calls and steering clear of office politics: Disagree 1 2 3 4 5 Agree
7. Our customer contact employees do a great job of rapport building and making our customers feel like friends: Disagree 1 2 3 4 5 Agree
8. When a team member is having a "bad day," that negative emotion is NEVER obvious to a customer: Disagree 1 2 3 4 5 Agree
9. At our organization, co-workers are always treated as well as we treat our outside customers: Disagree 1 2 3 4 5 Agree
10. Customers are usually astounded by the high level of care they receive from our team: Disagree 1 2 3 4 5 Agree

Total Score: _____

45-50 - If this is an accurate assessment, we'd like to congratulate you. If your customers rate you this high, you're obviously doing many things very well. We'd like to speak with you about establishing a long-term plan to ensure this level of excellence continues.

27-44 - Most organizations rate themselves in this range, about average, but still not excellent. How would your customers likely answer the same evaluation? We invite you to learn more about our solutions so we can help you close the gap between where you are now and where you should be.

26 or below - Congratulations on recognizing a shortfall. You've taken the first step on the road to improvement. The next critical step is begin steps to fixing it. We look forward to working with you on improving the level of service at your organization.



If you have any questions about your quiz results, please email Melinda Farmer at melindaf@sencomm.com. Melinda Farmer has a Green Belt in Six Sigma and 8 years of call center management.