

**PDS**

TM

Professional Dispatch Services

"The evolution of customer service" SM

How we do it

...

# Evolving Customer Service Model Requires Balanced Performance

CTI  
Call Management  
Knowledge Management  
Internet Access

**TOOLS  
&  
TECHNOLOGY**

**SERVICE  
DELIVERY  
PROCESS**

Call Flow  
Escalation  
Metrics

**ORGANIZATION**

Staffing  
Skills  
Teams