

March 8, 2014

FILED UNDER : [MANAGED PRINT SOLUTIONS](#)

WBM Finds New Efficiencies to Serve Client Community



First Call Effectiveness used as a benchmark analytic for enhancing client service and productivity.

When WBM Office Systems was named one of the Top 100 Managed Print Providers in North America, they learned a valuable lesson. For years, WBM had measured the success of their service department in resolution time. But learning more about how the Top 100 Managed Print Providers were selected revealed an entirely new analytic: First Call Effectiveness.

Simply put, First Call Effectiveness is the percentage of service calls that are resolved on the first visit to the client site. The upside of First Call Effectiveness became obvious to the team and that started the process of achieving a benchmark standard of 82%. Watch the video to learn how WBM has successfully implemented First Call Effectiveness.