
In this issue:

- **Easy Access to Info Reduces Phone Time for Call Centres**
- **News**
- **EasyAsk Breakfast - EasyAsk**

Easy Access to Info Reduces Phone Time for Call Centres

Call centres function using a simple principle: the amount of time an operator spends on one call affects the amount of calls an operator can take in a day. The amount of calls taken by a single operator has a direct effect on the operator's productivity and the call centre's profit. [Read more...](#)

News



CAL: The User Specification Requirement (URS) done by QBCon to determine if the Lab-i system will fit in with Central Analytical Laboratories business logic was successful. CAL has signed off the document and QBCon will start with the development of the Lab-i system.

QBCon: QBCon has been evaluated for a Broad Based Black Economic Empowerment Rating. They are verified as a Level Three BEE Contributor, with a procurement recognition value of 110%. The Certification was received in August 2008. BEE Certificate - [click here...](#)

PMP: World class military and commercial ammunition products and components manufacturer, Pretoria Metal Pressing (PMP) contacted QBCon for a scale and label printing application. PMP required a replacement system for their electronic scales used to weigh the raw material and final product during production.

For this division of Denel, QBCon will develop a system that will capture the information and weight of the lot items weighed on the scales. Once the lot is weighed the application will generate a printed record of the lot details as well as a label which will be fixed to the weighed lot.

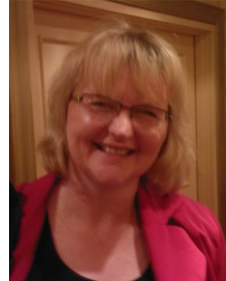
EasyAsk Breakfast



Improve your interaction management and know the trends in the Business Process Outsourcing (BPO). This was the topic of the EasyAsk Breakfast on 20 August 2008 at Emperors Palace. Keryn House, CEO of Contact in Gauteng (CIG) delivered a powerful presentation, discussing the role Business Intelligence (BI) tool EasyAsk can have in the BPO arena.

Her presentation explained the differences between the international BPO and local BPO trends, and what can be expected in the next three to five years. The evaluation between the different countries' BPO trends where based on Gartner's Outsourcing and IT Services Summit 2008.

Attendees from various companies showed an enthusiastic interest in House's presentation. Following her presentation, House answered all questions relating to her presentation. It was clear that her message hit home to many of the attendees.



To receive House's presentation, contact Chris de Jager at chrisd@qbcon.com.

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