

October Meeting

IVR & Customer Service

Tuesday, October 19, 2004

Berwick Manor Party House
(3250 Refugee Road at Winchester Pike)

Agenda:

5:30 - 6:20 pm	Social Time
6:20 - 7:10 pm	Dinner
7:10 - 8:10 pm	Dinner Program

Menu:

Hot Hors D'oeuvres

Dinner

Tossed Salad w/Dressing
Chicken Parmesan - Pan Fried Steak
Rigatoni - Mashed Potatoes/Gravy
Green Beans - Buttered Baby Carrots
Assorted Pies

Directions:

From I-70 East (from downtown) take State Route 33 south and exit left onto Winchester Pike. From I-70 West (heading towards downtown) take State Route 33 south and exit immediately right on Refugee Road. From either exit turn left (East) on Refugee Road. Berwick Manor (3250 Refugee Road) is on the northeast corner of Refugee Road and Winchester Pike.

Reservations:

The cost of the meal is \$20.00 per person. Reservations are being taken at 294-6078 (6:30 am to 12 midnight). **You can also email your reservations. Send your reservation request to ASU via email at reservations@ASU-columbus.org.** Please place your reservation by 3 pm, of the Friday before the meeting. Cancellations will be accepted until 12:00 noon of the Monday before the meeting. Reservations made, but not attended, will result in monies owed.

Is Your Customer Service Missing A Piece of the Puzzle?

"IT" has always been tied directly to customer service with the information now exclusively controlled by our current computer systems. This month's presentation entitled "The missing piece to the customer service enterprise puzzle" will be presented by Terry Rogers, President of Ohio Data Transfer.

The main goal of our customer service solution is to provide simpler and more efficient assistance to our customers. It is important to see that customer service has become an enterprise type of solution where we are using different means of communication including live customer service representatives, web interfaces, IVRs, hand helds, faxes, emails and a variety of other methods to provide 24/7 realtime information to our clients.

You can't always fit a square peg into a round hole. Your customers may be using different, methods based on needs, location & resources. Each client may have unique communication needs. The DTT1000 VRU is the integrating product that blends these different approaches and types of I/Os.

Real life examples will be used to show how this puzzle goes together.

- Is there a difference in how you need to do business outside of normal business hours vs. during business office hours?
- Do you need to be able to address emergency situations or remote personnel?
- Do you need to work with people on-call or sub-contractors to balance resources?

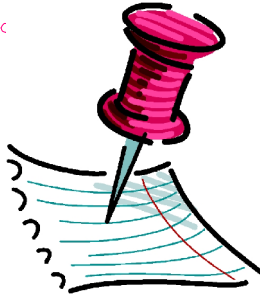
At the conclusion of the session will be a demo of the current DTT1000 VRU highlighting this years release for any individuals who wish to stay for that part of the presentation.

Ohio Data Transfer is a marketing and consulting firm dealing with communications and IO's for primary Midrange IBM systems. In the early 90's, Data Transfer Technology, Inc. was created as a sister company. DTT created & designed the DTT1000 Voice Response Unit. The DTT1000 VRU is sold nationally through a national Value Added Resale's Network including ODT. To learn more, visit www.dtt1000.com.

President's Note...

Hello All .

Customer service is playing a very important role in satisfying the needs of customers. If a customer is not satisfied, the customer will find another provider of the same service. By not satisfying customers, the business will lose customers. If the business loses customers, it's certain that the business is heading for failure. How can this scenario be avoided in our perspective businesses? The obvious answer is to provide superior customer service.



I have invited Terry Rogers, President of Ohio Data Transfer, to discuss how achieving superior customer service utilizing our existing technologies can drive up customer satisfaction. Please see Terry's Bio and this month's presentation information about "The missing piece to the customer service enterprise puzzle" .

I would like to thank IBM and Tony Martin for presenting the Power5 solution.

As always, bring a friend and encourage your associates to join the ASU experience.

See you at ASU!!

John

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