

Make Helen Happy



Helen almost gave up her job in a busy contact/processing centre because of the stress from constant calls from frustrated customers wanting to know what was going on with their case.

Then they started to use MATS[®] and these chaser calls dropped by more than half almost overnight.

Thanks to MATS[®], Helen's job has changed. Now she enjoys helping customers with genuine enquiries and completing cases more quickly and efficiently - true job satisfaction.

Far from looking for another job, she's going to apply for the next team leader role that comes up.

MATS[®] seamlessly links workflow, customer communications and real time reporting. This means immediately lower operating costs and better customer service, all with little or no impact to existing IT systems and with full ROI within 12 months.

happiness made easy.

 **MATSSOFT[®]**
making your workflow better

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