Last changes on Intelligent Service brochure



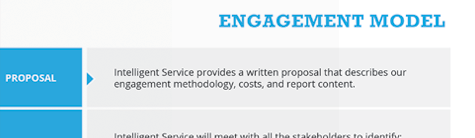
On above, remove the middle email icon.

On telephone call remove the last sentence, “Average cost per call is $17\*”

On webchat remove last sentence and replace with, “17-30% less than a telephone call.\*”

Delete “\*Above costs are cited from an HDI research paper”

Replace with, “\*Forrester Research”



Change title to, “CONTACT CENTER ENGAGEMENT MODEL”



Change this text to:

Intelligent Service will meet with all the stakeholders to:

* Identify historical traffic patterns
* Identify actual costs of services per channel
* ……(same from here on)