



Unified Service Desktop and Process Optimization Solutions for Today's Customer Service Environment

Capita

"We selected Jacada WorkSpace... to provide our CSRs a central point of activity for more expedient call handling and to streamline many of the complex processes that are presently performed in numerous disparate applications."

*Mike Minahan, Customer Services Director
Capita*

Cox Communications

"Our key goals for this project focus on satisfaction levels among our CSRs. Ultimately, Jacada WorkSpace assists us in streamlining many of our contact center processes."

*Keith Lindsay, Director of Customer Care
Application Development
Cox Communications*

Lillian Vernon

"We are standardizing on Jacada WorkSpace as our unified desktop to create greater operational efficiency, increase agent and customer satisfaction and reduce agent training times, which is critical during our peak seasons."

*Mike Muoio, CEO
Lillian Vernon*

Omnium Worldwide, Inc.

"Using the Jacada unified service desktop will enable our personnel to validate claims faster and with greater accuracy, while heightening our staff's ability to more rapidly pinpoint overpaid claims."

*Duffy Boyle, CIO
Omnium Worldwide, Inc.*

Vodafone UK

"In the end, Vodafone selected Jacada Fusion because it provided a robust, non-intrusive, rapid, and cost-effective solution to help our SAVES group improve productivity."

*Steve Johnson, Chief Architect
Vodafone UK*

West Corporation

"Jacada WorkSpace helps us ensure consistent call flow and call quality, especially for new agents."

*Wynn Obermeyer, Vice President of
Information Systems
West Corporation*

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