

## Namhafte Referenzen von Blue Pumpkin

### Frito Lay



**Customer Quote:**

"With Blue Pumpkin we not only have a tool to handle our current call center needs, but we can now plan for future customer contact initiatives such as e-mail and internet knowing that we will have a tool that can support and manage alternative workflows. And since Blue Pumpkin has always worked diligently to ensure our satisfaction, we have great confidence in the company as we move into multi-channel channels. Using Blue Pumpkin has given me the ability to proactively establish the necessary headcount to maintain our center. Whereas in the past, I was forced to watch satisfaction statistics fall in order to justify additional agents. Additionally, Blue Pumpkin has given us the ability to manage our off-phone periods more efficiently, again ensuring I have the appropriate staff working at the appropriate times."

*Renee Martin  
Customer Service Manager  
Frito-Lay*

### GE Capital



**Customer Quote:**

"Implementing Blue Pumpkin has really changed our contact center environment. Our management team has taken a much more global view of the contact centers across the company. Prior to implementation we had separate teams of agents with each manager mainly focusing on their particular group of employees. Now with Blue Pumpkin, we have a tool - that is easy-to-use and allows us to look at the 'big picture'. Because of this, we are able to make decisions for the business based on how they will affect the entire contact center, not just our own teams."

*Greg Mooney  
Forecasting/Scheduling Analyst  
GE Capital Fleet Services*

### Citibank



Weitere Referenzen finden Sie unter [www.bluepumpkin.com](http://www.bluepumpkin.com).