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**- Product Name: Echopass Contact Center On-Demand**

Almost immediately, Echopass Contact Center On Demand produced the efficiency the client, a hotel group, was looking for. "We quickly reached the 50 to 60 percentile range for conversion of calls to bookings — that's unusually strong for the hospitality industry," reported the client. In addition to meeting desired call center standards for transactions per hour, calls handled per hour and average call answer times, the client also noted that Echopass Contact Center On Demand's ad hoc reporting features help keep their business's quality assurance efforts on track. Department supervisors can easily monitor both overall system and individual agent performance, ensuring consistently high service levels and pinpointing problem areas should they arise.