

## **New Monthly Advice Column Gives Call Center Managers Answers on How to Handle Pesky Problems, Thorny Challenges and More**

*ACTION: Managers looking for answers to their toughest contact center challenges are encouraged to Email their challenges to [ChallengeSolved@ulysseslearning.com](mailto:ChallengeSolved@ulysseslearning.com). Responses from a panel of industry experts will be featured in the Call Center Times' monthly newsletter.*

**October 31, 2016. New York, NY.** Ulysses Learning announced its involvement in creating a new advice column for contact center managers called "Challenge Solved". The column will be featured each month in the *Call Center Times* newsletter, as well as on Ulysses' and other participating experts' LinkedIn pages and websites.

"We want to create a monthly column where contact center managers can get answers to their toughest business challenges," according to Dina Vance, Ulysses Learning's Senior Vice President, Managing Director North America. "And we're excited that the answers will be provided by some of the industry's top thinkers, from Ulysses as well as others, offering readers multiple perspectives and solutions to their challenges."

Vance is quick to note that the identity of those who submit their challenges will be protected to encourage managers to open up fully and send in challenges that they feel are really getting in the way of progress, taking their centers off task, or simply driving them nuts! She adds "I see this advice column as a safe place where managers can get some issues off their chest and get ideas that can offer relief and insights they might not have considered."

One terrific benefit of the Challenge Solved advice column is that readers will get ideas from Ulysses Learning's team of certified master coaches and consultants, along with experienced, real-world contact center managers PLUS other industry partners who specialize in the featured challenge. "We're talking about advice from experienced contact center executives and solutions leaders that could truly transform a contact center and make a manager's work life easier," notes Larry Willert, Ulysses' Vice President, Performance Development.

Struggling with first call resolution? Dealing with a high performer who doesn't play well with others? Having a hard time attracting and retaining top quality reps? Trying to maintain service levels despite a diminishing operating budget? Losing customer loyalty? Experiencing an increase in call times and dropped calls? Getting more than your fair share of escalated calls from unhappy customers? Whatever the challenge, managers simply describe it in an Email to [ChallengeSolved@ulysseslearning.com](mailto:ChallengeSolved@ulysseslearning.com).

Even if a challenge isn't featured right away, Ulysses will retain all challenges submitted for future column consideration.

"We are excited about the Challenge Solved advice column," says Vance. "It will be fun to share some great ideas that many contact center managers can relate to and put into action right away."

Additional questions regarding the Challenge Solved advice column featured monthly in the *Call Center Times* can be directed to Ulysses Learning at 800-662-4066 or [info@ulysseslearning.com](mailto:info@ulysseslearning.com).

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***UlyssesLearning*** was founded in 1995 as a joint venture with Northwestern University's Learning Sciences department and continues to bring clients new, innovative enhancements to its industry-leading training. Contact centers achieve profound business results, ahead of schedule, with Ulysses Learning's artful blend of patented simulation-based e-learning, facilitated exercises, coaching and tools, that *redefine* the way customers are cared for and *transform* customer service, sales and coaching cultures. **Ulysses has the only training proven to build emotional intelligence or "EQ" so that *Judgment@Work*<sup>™</sup> can be confidently, consistently, and expertly applied on every call.**

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