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Corporate Office. 225 Commerce Pl.
Greensboro, NC 27401 (800) 288-7408

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8. Continually Enhance Your FCR Definition, Data Collection Process, Analysis. Once you've run your FCR analysis, you should think about ways to improve the process. You can adjust the contact window, increase your list of inclusion and exclusion criteria, improve your data collection process, etc.

How to Measure First Call Resolution In Your Contact ...

first call resolution (FCR): In customer relationship management (CRM), first call resolution is properly addressing the customer's need the first time they call, thereby eliminating the need for the customer to follow up with a second call. Talk time (the average time an agent spends on each call) is a common call center performance metric. ...

What is first call resolution (FCR)? - Definition from ...

Download the Collector's Toolkit to gain

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access to our collection letter templates, aging report template, collection call scripts and much more. Download the Toolkit. The First Collection Letter. Just because this is the first collection letter, this doesn't mean this is your first point on contact with the customer.

Collection Letter Templates | Anytime Collect

Definition of First Call Resolution. First-call resolution (FCR) is an important contact center metric and element of customer relationship management (CRM). The term is self-explanatory: a contact center's ability to resolve customer problems, questions or needs the first time they call, with no follow-up required.

What is First Call Resolution? Benefits, Challenges ...

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Simply put, first contact resolution makes your customers happy. But it can make you and your team happy, too. If you handle 1,000 interactions per week,

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and your average first contact resolution rate is 70% (a reasonable industry standard in some industries), that means that 30% of your tickets require multiple responses.

The Most Important Customer Service Metric That Most ...

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Contact Us FirstPoint Resources. PO Box 26140 Greensboro NC 27402. Customer Service/Make Payments Over Phone: 1-800-609-5666. To better assist you, please have your account code available.. Office hours: Monday - Friday 8 am - 5 pm EST Email:

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Once a bad debt has been re-aged, the collection agency can sue you to collect payment and the collection will stay on your credit report. To illustrate: say you defaulted on a credit card in 2004. The account should no longer be on your credit report and the statute of limitations on the debt should have expired.

How to Dispute a Collection

Account: 11 Steps (with Pictures)

First Resolution Investment Corporation is a collection agency. First Resolution Investment Corporation Biographical Information. First Resolution Investment Corporation is a foreign business corporation incorporated in Nevada and is principally located at 5190 Neil Road, Suite 430, Reno, Nevada, 89502.

Sued by First Resolution Investment Corporation? | The ...

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How to spot debt-collection scams
Published: Feb. 18, 2011 at 12:01 a.m.
ET By. Jennifer ... a fraud-resolution firm
that works mostly with financial-services
companies and is a resource for ...

How to spot debt-collection scams - MarketWatch

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