



King Communications Newsletter

Communications Highlights

February 2005

KSB Hospital Provides Quality Patient Care in Northwest Illinois



KSB Hospital (www.ksbhospital.com), a 100-bed acute care facility located in Dixon, Illinois, combines the best medical technology with a focus on patient care. Offering a variety of ancillary services, from obstetrics to occupational and sports

medicine, from behavioral health care to cardiac rehabilitation, KSB and its associated clinics serve the medical needs of patients in towns in northwest Illinois. Winner of the 2003 Arbor Award for Highest Overall Patient Satisfaction, KSB Hospital stresses the importance of people - both patients and staff - in providing quality care.

With a staff of over 850, serving patients in the main hospital in Dixon, as well as clinics in Polo, Oregon, Ashton, Amboy and Sterling, reliable communications are crucial. Information Technology Director, David Ginn explained, "All of our clinics are linked via data lines to the main hospital computer systems. It is vital for all locations to be able to access patient data and scheduling information."

[King Communications](#) coordinates all of KSB's telecommunications services including long distance and data. "KSB's relationship with King Communications began about seven years ago, when we were trying to consolidate our telephone services and billing," Dave Ginn noted. "With so many different small telephone companies in this area, Ron Bohm and King Communications now manage all of our services for us, saving us time, money and aggravation. They provide a single point of contact for us, regardless of the problem or need."

Swamped with Calls but Losing Customers? You Need to Stay "inContact"

In This Issue:

- **KSB Hospital Provides Quality Patient Care in Northwest Illinois**
- **Swamped with Calls but Losing Customers? You Need to Stay "inContact"**
- **Federal Agencies Slow to Implement Teleworking**
- **Take a Look at the Face of the Small Business Owner**

Communications News You Can Use!

Improve the Performance of Your Call Center



Incoming calls are the lifeblood of call centers. The call center's ability to manage peaks and valleys of call volume cost effectively is critical to the success of any call center.

The good news is that new hosted solutions are now available that can help you manage the call volume in your call center, pay for what you need when you need it, and even accommodate agents who work from remote locations or their homes.

Give me a call at 888-776-7777 to find out how your call center operations can be improved - and without a huge capital investment.

We hope you enjoy these newsletters and will forward them to others who could benefit from

If incoming calls are the lifeblood of your business, you already know how crucial it is to respond to incoming customer calls quickly.



But imagine that you are the manager of call center that sells event tickets. You started with ten agents and a great product, and within months you have staffed up to 75 agents, some of whom work out of home offices. Your existing telephone system staggers under the load, facing you with the prospect of investing in additional lines as well as new call handling equipment.

Fortunately, there are alternatives to expensive, on-site PBX's or automatic call distribution (ACD) systems that often require a large up-front capital investment. **inContact** from King Communications provides a hosted suite of services, with many advantages over traditional on-site PBXs and ACDs.

inContact provides call center applications including interactive voice response (IVR), skills-based routing, and universal queuing that manages all media in your business, including voice, e-mail and fax.

For the busy call center manager in this example, **inContact** made it possible for the center to easily route incoming calls to agents at remote locations. And when the queue of callers holding reached a designated volume, the system offered callers the option to drop off and be recalled by an agent at later time.

What's more, additional advantages of using inContact include:

- No capital hardware or software expenditures
- No annual maintenance or upgrade costs
- No technological obsolescence
- No integration fees for new functionality
- No long-term contract
- Ability to manage load peaks and valleys without having to add costly equipment or maintain idle equipment
- "Pay as you go:" You are billed by the month and usage is tracked by the minute

For more information about how to manage your incoming calls more effectively, call King Communications at 888-776-7777 for more information or visit our web site at www.kingcommunications.com.

Federal Agencies Slow to Implement Teleworking

them! If you have suggestions for future issues or would like to be featured, please let me know. And if you would prefer not to receive our newsletter, just click on the Safe Unsubscribe link at the bottom of the page.

Ron Bohm, President
King Communications
newsletter@kingcommunications.com

About King Communications

King Communications, Inc. helps you select, implement and support the best, most cost effective telecommunications solutions for your company. We provide a single point of contact for all your communication needs and make it transparent to you that multiple vendors may be providing your service. When you choose King Communications, Inc. as your telecom partner, you can be assured that your telecommunications services will produce results for your business, leaving you free to focus on managing your business.

For more information about how King Communications can help your business, please contact Ron Bohm at 847/776-7777 or visit our website at www.kingcommunications.com

King Communications is a Qwest Business Partner, and this newsletter is sponsored in part by Qwest Communications.



Quick Links

- [About King Communications](#)



Eighty-seven percent of federal employees surveyed say they're interested in teleworking (or telecommuting), but only 19% actually do so, according to survey findings in a study, Federal Telework Report, issued in February by CDW Government Inc., a government IT advisory service.

Federal law requires the government to withhold \$5 million from agencies within the departments of Commerce, Justice, and State, as well as the Small Business Administration, if they fail to put in place acceptable teleworking policies by Feb. 8, 2005.

If workers are eager and law requires it, why is teleworking not being used in federal government agencies? The answer: security. According to Information Week magazine, "The IT professionals surveyed blame information-security requirements for the slow progress on developing telework programs in federal government agencies. 56% say they're unsure of the best technology tools to meet telework security requirements."

Take a Look at the Face of the Small Business Owner

According to database and credit-score provider Experian, if you are a small business owner, you are wealthier than the average American, you live in a better house and have a more stable home life, and you are more likely to buy via mail order either for your business or for yourself.



The Experian report, titled "The Face of Today's Small Business Owner," is based on a study of more than a million small business owners. Other findings in the report include:

- Small business owners are much more likely than the general population to live in the Pacific Time Zone, and less likely to live on the east coast.
- Average household income for the small business owner is about \$72,000 -- 21% higher than for the typical American.
- Small business owners are 54% more likely to be receptive to e-mail than the general population.

- [Partner Opportunities](#)

Miss a newsletter? Check our archive

[Archived newsletters](#)

If you're not on our mailing list, enter your email address here!

Email: newsletter@kingcommunications.com

Phone: 847/776-7777

Web: <http://www.kingcommunications.com>

[Forward email](#)

 **SafeUnsubscribe™**

This email was sent to jeanwoods@insightactionimpact.com, by newsletter@kingcommunications.com

[Update Profile/Email Address](#) | Instant removal with [SafeUnsubscribe™](#) | [Privacy Policy](#).

Powered by



King Communications, Inc. | 3785 Anjou | Hoffman Estates | IL | 60195