

MRED Help Desk and Tech Support Ranked In Top 20 Call Centers in America



BenchmarkPortal conducts annual statistical analysis of call center operations in order to find the top call centers in America. Midwest Real Estate Data (**MRED**) is proud to have been recognized as one of the Top 20 call centers and to have been identified by BenchmarkPortal as being at the top of our category since 2010.

MRED outperformed others in the small center category in the follow areas:

- Inbound Calls per Agent per Hour
- Average After Call Work in Minutes
- Turnover of Full-time Agents in Percent
- Average Talk Time in Minutes
- Top Box Caller Satisfaction in Percent
- Calls Closed on First Call in Percent
- Average Time in Queue in Seconds

Benchmarking

Call Center benchmarking was first initiated at Purdue University in 1995 with a grant from IBM.

Since its beginnings, **BenchmarkPortal** has grown with the contact center industry and now hosts the world's largest call center metrics database in conjunction with the Center for Customer Driven Quality (Purdue Research Park, Purdue University). The BenchmarkPortal team of professionals has gained international recognition for its call center expertise and innovative approaches to Best Practices for the call center industry. BenchmarkPortal's activities include The College of Call Center Excellence, a leader in call center training and certification, and CallTalk.TV, the first on-line talk show specifically focused on the call center industry.

About MRED

Midwest Real Estate Data (**MRED**) is the real estate data aggregator and distributor providing the Chicagoland multiple listing service (MLS) to nearly 8,000 real estate offices and 40,000 real estate professionals, including brokers, agents and appraisers. **MRED** has expanded well into the "collar" counties surrounding Chicagoland, and its property information encompasses northern Illinois, southern Wisconsin and northwest Indiana.