

HARRISBURG, Pa., Jan. 28, 2014 /PRNewswire/ -- United Concordia Dental's commercial call center has earned BenchmarkPortal's Center of Excellence certification for the second consecutive year.

"This designation is one of the most prestigious awards in the customer service and support industry," said Barbara Breslin, senior vice president, Operations and IT Strategy. "To earn this certification, we have to demonstrate superior performance on both cost-related and quality-related metrics, as compared against a balanced scorecard of metrics for efficiency and effectiveness. The balanced scorecard is based on BenchmarkPortal's database of best-practice contact center metrics, which was founded at Purdue University and is the largest in the world."

In 2013, United Concordia's commercial customer call center earned first place in BenchmarkPortal's Top 100 Call Center" Competition, Medium-Size Center category. Judged against an international roster of comparable centers, United Concordia won the award with superior performance on cost, quality and by meeting or exceeding key call center indicators, including average speed of answer, calls per agent per hour and caller satisfaction. Additionally, United Concordia's commercial call center also earned Center of Excellence certification in 2012 for its commitment to service excellence.

Bruce Belfiore, CEO and senior research executive of BenchmarkPortal said, "The certification of United Concordia's commercial call center is a direct result of its leadership's commitment to balancing cost-effective service solutions with best-in-class performance. It is an achievement of distinction that benefits both customers and employees."

About United Concordia Dental

United Concordia Dental is a leading national dental carrier that delivers high-quality, cost-effective dental programs. Headquartered in Harrisburg, Pa., the company has more than six million members, a network of more than 98,700 unique dentists at 237,900 access points nationwide, an AM Best A- (Excellent) rating and is licensed in all 50 states, D.C. and Puerto Rico. For more information about United Concordia products, visit www.UnitedConcordia.com.

About BenchmarkPortal

Founded in 1995, BenchmarkPortal is a global leader in the contact center industry providing benchmarking, certification, training, consulting and industry reports. The company's team of professionals has gained international recognition for its expertise and innovative approach to best practices, and hosts the world's largest database of call center metrics. Visit www.BenchmarkPortal.com to learn more.

SOURCE United Concordia Dental

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