

United Concordia Dental's commercial call center has earned BenchmarkPortal's Center of Excellence certification for the second consecutive year.

Call centers that earn this recognition from BenchmarkPortal are compared against a balanced scorecard of metrics for efficiency and effectiveness, which was founded at Purdue University. They must demonstrate superior performance on both cost-related and quality-related metrics.

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."



United Concordia's Commercial Call Center Earns 2013 Certification



<https://news.unitedconcordia.com/call-center-of-excellence>