

SCF Arizona your business partner in Workers Compensation Insurance and workplace safety



SCF Contact Center excels in service, on the phones

SCF Arizona your Work Comp Specialist

Provided by Tod Dennis
Association Coordinator

SCF Arizona is eager to share news that today's SCF is not the same company of three, four or five years ago. The SCF Contact Center is busting national standards for solving customers' concerns during the first call, and for how long it takes to answer the phone.

SCF also now binds many policies in as little as 20 minutes from the initial quote. It may take a little longer to gather information on larger, more complicated businesses.

SCF receives some 380,000 phone calls annually, as well as more than 20,000 e-mails/faxes. The Contact Center's average speed of answering is 35 seconds, which translates into about six rings from a normal phone.

SCF is committed to providing only excellent service to its nearly 35,000 customers statewide and their estimated half-a-million employees.

Because SCF's Contact Center has shaved an average 25 seconds off the industry standard of 60 seconds. This means when policyholders or business owners call, chances are likely they are going to reach a real person to handle their questions or concerns on that first call, and they won't have to call back later.

SCF knows this, because this first-call resolution rate is 85.5 percent, which exceeds the national industry by 5.5 percent.

SCF's Contact Center also beats standards for turning around an e-mail inquiry. While national standards are set at 48 hours or two business days, SCF averages only 16.8 hours. The same national standard is set for responses to fax turnaround, but SCF averages only 14.4 hours.

SCF uses modern technology to get the most out of its workflow and the service provided to our customers continues to improve. A comprehensive quality management program, which uses Voice Print International, can record calls and capture computer screens images, so SCF can review the service and improve it wherever it needs to be.

The SCF Contact Center may be the first stop any business makes in its relationship with SCF, and its why SCF makes it a priority to ensure that its employees who are answering the phones provide all current customers and inquiring businesses with the best possible customer service.

*If you would like more information on workplace safety please contact your Association Coordinator
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SCF has made improvements to make provide better customer service. For example, our website, www.scfaz.com, now operates around the clock, so policyholders can

- View claims
- Enter payroll
- Print certificates of insurance
- Pay premium by credit card at their convenience.



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