



Comcast Selects Crestron DigitalMedia for Call Center

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Crestron is helping Comcast create a solution in its busy Denver call center to allow staff to view heavy volumes of data collectively. Comcast hopes to achieve better customer service with quicker call resolutions and an increase in customer satisfaction.

To support an array of AV requirements today and for the future, Comcast implemented Crestron DigitalMedia.

Comcast wanted the ability to view call center data and collaborate as a group, instead of gathering around one display or receiving information at individual work stations. The 2,000 square foot call center seats approximately 30 support staff. The company's Philadelphia facility is the second location to utilize DigitalMedia, and Comcast is exploring rolling out the same technology in other locations.

"The Crestron system is very easy to use. We love the large touch screen to control all the video and audio sources. The ability to choose any source and route it to any screen is incredible," said Bryan Kelly, Comcast director of national customer operations.