

HOW TO ENHANCE CUSTOMER SATISFACTION WHILST REDUCING YOUR OPERATING COSTS AND IMPROVING YOUR CALL CENTRE EFFICIENCY

The Vocalis Voice Driven Telecom Solution

enables you to differentiate your customer offering by automating routine tasks - increasing your call centre productivity and staff motivation

Keep Your Customers

Reduce customer churn with the Vocalis Voice Driven Telecom Solution. The Vocalis solution allows callers to easily obtain services such as, tariff information, phone top-up and bill payment, whenever they need it.

By eliminating the use of tedious menu structures or the experience of long hold times, call abandonment is reduced and overall customer satisfaction is increased.

Call Centre Efficiency

Callers are able to use the self-service solution for routine tasks, allowing your call centre staff to concentrate on real sales enquiries and complex queries.

Using the Vocalis solution call times are decreased and any hold periods can be used to collect caller information - reducing your cost per call.

Reliable Solutions

The Vocalis Voice Driven Telecom Solution offers a robust and flexible service.

Vocalis Solutions integrate easily into existing industry standard infrastructure and are tailored to your specific organisations' needs. The modular structure provides a future proof solution that can continually grow with your business. Solutions are focussed on efficiency, the target payback periods can be less than 9 months.



Modular Solutions

The above diagram shows how Vocalis voice solutions can work to suit your business requirements. You can choose from packages and individual modules to ensure the solution meets your exact business needs, both now and in the future.

Simply select the modules that suit your business and customer needs, to deploy a service that will exceed your customers' expectations.

Tried and Tested

Vocalis solutions are designed to handle millions of calls annually. Our Professional Consultancy team work with you to ensure implementation is undisruptive to you, and to your customers. This is all backed by our leading edge speech recognition technology, experienced development team and track record of successful deployments.

Further Information

Visit www.vocalis.com, email enquiries@vocalis.com or call +44(0)1223 846177 and ask to speak to a member of our sales team.

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The part no. of this document is MKT0119-01