



Voice Connection
Intelligent Voice Design ... Your World

Manufacturing , Customer Service & Distribution

www.voiceconnector.net

info@voiceconnector.net

Voice systems that communicate with your back office!

Voice Connection has a range of applications that help you stay focused on your customers 24/7!

We have decided to specialize our newsletters in an effort to relate specifically to your vertical markets and application in which we feel we can make an impact.

This newsletter presents examples in which managed services and intelligent voice can synergize your existing teams and systems. Outsourcing processes that involve repetition improve response and reduce costs.

Our focus here is not to fix what works, but rather, to support your best practices through understanding of your processes, allowing us to leverage our experience to define an effective application that integrates connection with your back office systems like CRM or ERP solutions like Oracle, SAP, etc.:

Dealer Locator

This application allows a customer to enter their Zip Code and be transferred to the nearest location.

Service Dispatch

Our system allows callers to enter their service number in the our system to identify the service location as they are answered by customers service or are posting an emergency service call after hours.

The dispatch system is updated and begins to alert the technician on call by calling out to his cell and emailing the customer info.

Service Tracking

If a customer is waiting on service, they can enter their order number and the system can read the planned schedule time and date. If necessary, they can press "0" to get to customer service for additional information or to update the schedule.

Recall Notices

800 Hotline or Call-outs can be scheduled to registered customers to confirm or amplify web recall information.

Collection Notices

Regular contact with credit customers can be automated to request contact if the system shows a payment overdue.

Case Study— Clarion Audio

Problem: Customers would call corporate and be given a referral to the nearest dealer. While this worked, it created

confusion, because a customer would insist in speaking to a "Clarion" representative, not understanding the

dealer channel was the relevant contact for demo, purchase and support of their products and accessories.

Solution:

Voice Connection created an 800 number that allows customers to enter their zip code and

press "0" to connected to the nearest dealer.

Dealers hear "Clarion" before the call is transferred to track and confirm the program.

Result— Optimized costs, Customers are connecting and are happy!

