



CRM Solutions Overview

1Voice Solutions for Customer Services

The right CRM strategy will increase customer satisfaction and customer loyalty whilst improving operational profitability.

Additionally, implementing more efficient customer contact and fulfilment systems improve the employee contribution and lead to greater job satisfaction and staff retention.

Strengthen customer loyalty and increase profitability

Decrease call-waiting time and improve service quality with integrated telephony/database applications.

Decrease call-waiting time and staffing requirements by providing customer self-service applications.

Enable field personnel to spend more time with customers and less on administration by providing productivity applications.

1Voice CRM solutions can help Customer Service Operations to improve customer satisfaction and contain costs, through messaging and computer-telephony integration. 1Voice solutions include a broad range of applications, some of which are listed below:

Enable convenient sales and service by phone, 24 hours a day

Phone-based ordering – You can reduce the cost of sales by enabling an application to take orders via the phone. The application prompts customers for their IDs, shipping information and credit card information. The application then gives the customer a reference number, as well as an option to be notified by phone, fax or email when the product is shipped.

Online credit card verification — To speed order fulfilment, an application can initiate credit card approval while the customer is online.

Order status and confirmation – Customers can enter their customer order number to hear estimated ship date, back orders, invoice information and so on.

Gold-level customer priority – Using Calling Line Identification (CLI), the 1Voice application can deliver a screen pop with customer history to the call centre agent's desktop. Customers with premier status are given priority handling – for example, routed to the head of the call queue or to a special group of call centre agents.

Customer satisfaction survey – Customers can provide feedback on product quality and service via the phone. The application can summarise both quantitative information and qualitative information. Once the information is collected, it can be sent to interested parties via email, fax or to their voice/fax mailbox.

Critical Information Alerts — Our enterprise-wide solution provides real-time notification of important customers needing attention, and other critical information about incoming calls, voice messages and system data statistics. Alerts can be sent via email, SMS, pagers, message boards and dedicated desktop client applications.

For more information about these and other 1Voice solutions, contact us by phone or email, or visit our web site:



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1Voice Partners:

