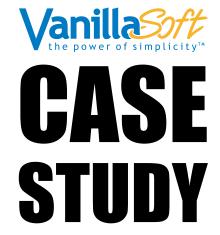
industry case study

HEALTH INSURANCE



THE NEED

A U.S. national health insurance distributor needed a more user-friendly lead management and CRM solution.

THE SOLUTION

The VanillaSoft solution with its robust feature set has them covered.

THE CLIENT











OUTBOUND CALLING FOCUS



REMOTE AGENTS

THE SOLUTION

CUSTOMER RATINGS

EASE OF USE & ONBOARDING



SUPPORT & CUSTOMER SERVICE



SOLUTION BEFORE VANILLASOFT × 3C LOGIC

OTHER SOLUTION CONSIDERED

× SALESFORCE.COM

CUSTOMER QUOTE

CLIENT-REQUIRED FEATURES

- ✓ Ease of Use/Administration
- ✓ Lead Importing/Exporting, Routing & Distribution
 - ✓ Appointment Setting
- ✓ Logical Branch Call Scripting
- ✓ Custom Fields & Data Capture
 - ✓ Auto Dialing (Progressive & Preview)
 - ✓ VoIP Features & Integration
- ✓ Email Templates & Document Libraries
- ✓ Real-Time Dashboards & Web Reporting

"We love your system. It has helped increase our productivity immeasurably. I will be meeting with a number of other prominent Division Leaders from time to time. When I get the opportunity to do so, I will pass along our very positive experience with your company. Thank you very much for your great service and for your great product."

START YOUR FREE TRIAL TODAY

www.vanillasoft.com/products