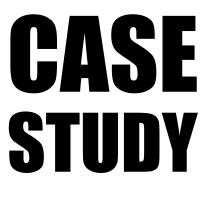
### industry case study

# **CALL CENTER & APPOINTMENT SETTING**





A Call Center & Appointment Setting Company in Seattle, Washington, was experiencing technical glitches and poor customer service from their existing call center software provider. To prevent further impacts to productivity, it was time for a positive change.



HE NEED

VanillaSoft provided productivity-enhancing software coupled with superior customer service to get the agency back on track.



**SUPPORT & CUSTOMER SERVICE** 



#### SOLUTION BEFORE VANILLASOFT × MOJO

#### OTHER SOLUTION CONSIDERED × SpitFire, 3Clogic, SimplyCT Services, and Connect First

**CUSTOMER QUOTE** 

Routing & Distribution

✓ Logical Branch Call Scripting

 ✓ Auto Dialing (Progressive & Preview)

✓ VoIP Features & Integration

✓ Email Templates & Document Libraries

✓ Real-Time Dashboards & Web Reporting

"VanillaSoft is a phenomenal tool for any outbound project, large or small. I am able to generate the reports my clients need at the touch of a finger. VanillaSoft's *BEST tech support people EVER* have always been there when I had an issue or just a moment of confusion. Each time I get on the phone with them, I learn something new that VanillaSoft can do, which means something cool I can do!"

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