# BUSINESS CONSULTANT

**VanillaSoft**
*the power of simplicity™*

# CASE STUDY

## THE NEED

U.S. consulting firm serving the hospitality industry in North America and South America needed a solution to track its new call center's appointment setting activities.

## THE SOLUTION

VanillaSoft's appointment setting, progressive and preview auto dialing, custom fields for data capture, and dashboard reporting made them right at home.

## THE CLIENT

| ACTIVE # OF USERS | MAIN OFFICE | REGIONS SERVED | PAIN POINT |
|---|---|---|---|
| 10 - 50 Users | Bentonville, Arkansas | The Americas | New Call Center -- Needed Tools |

**OUTBOUND CALLING FOCUS**

**SINGLE LOCATION**

## THE SOLUTION

### CUSTOMER RATINGS

**EASE OF USE & ONBOARDING**

★ ★ ★ ★

**SUPPORT & CUSTOMER SERVICE**

★ ★ ★ ★ ★

### CLIENT-REQUIRED FEATURES

✓ Appointment Setting

✓ Custom Fields & Data Capture

✓ Auto Dialing (Progressive & Preview)

✓ Real-Time Dashboards & Web Reporting

### CUSTOMER QUOTE

"VanillaSoft is very responsive to our needs. They help with all technical issues and even go out and attempt to support products that integrate with theirs instead of telling you to go to that products service center. They also make changes to the software based on their customers needs and requests. All in all a great customer oriented company."

# START YOUR FREE TRIAL TODAY

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