### industry case study

# HEALTH SERVICES



#### THE NEED

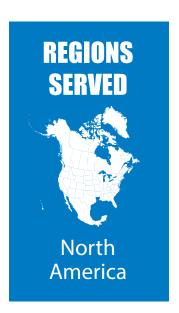
A retail weight management center needed a software solution to manage its call center and customer acquisition efforts.

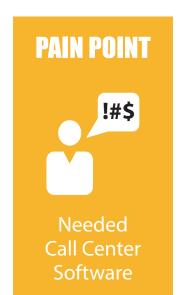
The VanillaSoft solution with its robust feature set helped the client increase reach, attract leads and sign on new customers.

#### THE CLIENT











**OUTBOUND CALLING FOCUS** 



**AGENTS** 

### THE SOLUTION

## **CUSTOMER RATINGS**

**EASE OF USE & ONBOARDING** 



**SUPPORT & CUSTOMER SERVICE** 



#### **SOLUTION BEFORE VANILLASOFT × VARIOUS PROVIDERS**

"VanillaSoft is the only software we have used. After researching the choices, this is the best available solution."

# **CUSTOMER QUOTE**

#### **CLIENT-REQUIRED FEATURES**

- ✓ Ease of Use/Administration
  - ✓ Appointment Setting
- ✓ Logical Branch Call Scripting
- ✓ Custom Fields & Data Capture
  - ✓ Digital Call Recording
  - ✓ Auto Dialing (Progressive & Preview)
- ✓ VolP Features & Integration
- ✓ Email Templates & Document Libraries
- ✓ Real-Time Dashboards & Web Reporting

"Even if the software was not as useful and efficient as it is, the staff from sales to service would be hard to leave. They have been professional and friendly from day one. Opening a new business is full of new things to learn and obstacles to overcome; having the support and help from the staff at VanillaSoft has been invaluable."

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