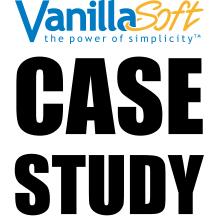
industry case study

IT MANAGED SERVICES



THE NEED

An IT Managed Services Company operating as a virtual organization needed a software solution to maintain and effectively manage remote appointment setters. They needed a solution to ensure efficient calling and no overlapping of effort.

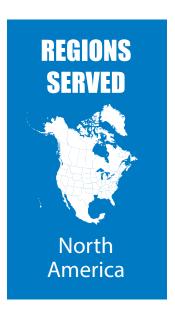
THE SOLUTION

VanillaSoft's cloud-based software solution provided the tools required for managing a virtual appointment setting team.

THE CLIENT











OUTBOUND CALLING FOCUS



REMOTE AGENTS

THE SOLUTION

CUSTOMER RATINGS

EASE OF USE & ONBOARDING



SUPPORT & CUSTOMER SERVICE



SOLUTION BEFORE VANILLASOFT
× EXCEL

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
- ✓ VolP Features & Integration
- ✓ Email Templates & Document Libraries
- ✓ Real-Time Dashboards & Web Reporting

"The VanillaSoft setup is very easy, and the ability to speak with a live person without being on hold forever makes me feel very comfortable. We are calling five times as many contacts as we were before VanillaSoft. Since appointment setting is all about the numbers, volume is important. The appointment setters love the software and its ease of use. I am extremely happy with being able to log in, hit a few buttons and see how everyone is doing in a matter of seconds."

START YOUR FREE TRIAL TODAY

www.vanillasoft.com/products