industry case study
IT MANAGED SERVICES

VanillaSoft
the power of simplicity™

CASE STUDY

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

ACTIVE # OF USERS	MAIN OFFICE	REGIONS SERVED	PAIN POINT
<10 Users	San Diego, California	North America	!#$ No Tools to Manage Virtual Agents

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

CLIENT-REQUIRED FEATURES

✓ Ease of Use/Administration

✓ Lead Importing/Exporting, Routing & Distribution

✓ Appointment Setting

✓ Logical Branch Call Scripting

✓ VoIP Features & Integration

✓ Email Templates & Document Libraries

✓ Real-Time Dashboards & Web Reporting

CUSTOMER QUOTE

"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