Visual Attendant

Get your customers to the right place right from your website

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Today's customers are looking for instant satisfaction. Instead of directing your prospects and customers to dial your number, navigate through complex menu options and wait in long hold queues. Imagine a world where they can instantly call you right from your website. Since most calls are already preceded by a website visit, why take a chance of losing your prospects mindshare with busy signals, recordings, and endlessly complex multi-level menu choices?

Visual Attendant puts your customers first

- **Your Website**: Visual Attendant resides on your website, right where your customers and prospects are!

- **Self Select Menus**: Your customers call directly from their browser and select who they want to talk to.

- **Instant Gratification**: Click to Connect ensures your customers get what they want, when they want it so they will keep coming back!

- **Be Prepared**: Associate a different number with each page so that your team is prepared to assist customers quickly and efficiently!

Eliminate the need for:
- ✓ Customer wait times
- ✓ Lost sales opportunities
- ✓ Long hold queues
- ✓ Toll free charges
- ✓ Complex navigation menus
- ✓ Voice recognition frustration

FEATURES

Menu Trees

Visual Attendant's context sensitive menus allow end users point 'n click options to select the right department directly from your website – without rambling menu prompts.

Instant Connection
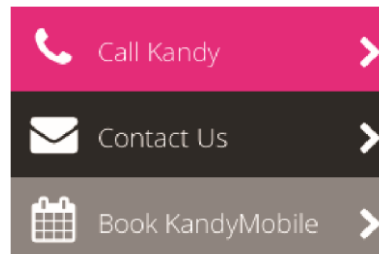
With Visual Attendant, customers will enjoy, simple, menu-based, click-to-connect calling right from your website. without toll-free number fees.

Fast Implementation Time

Configurable menu options available through an intuitive web portal allows you to set up, customize and implement your Visual Attendant by simply copying and pasting auto generated HTML code into your website html.

Inbound Call Analytics

Admins are empowered with dashboards that provide metrics to measure your web site's effectiveness.

Click to Call from your website! Fast, Simple and Intuitive!

BENEFITS

Grow
- Close more sales when your customers can connect instantly
- Existing customers will spend more when they have a great experience the first time

Manage Costs
- Eliminate cost associated with 800 number inbound call expense
- Self-service tools reduce the need for professional services or support team training
- No need to rebuild your website, just embed code in your existing HTML and get started instantly!

Manage Time
- Allow your customers to choose who they talk to instead of tying up staff to route calls
- Decrease your hold queues and lost calls. Free-up your staff to respond quicker by off loading inbound calls via your web tool

Reduce Risk
- Increase customer satisfaction and reduce churn risk. By ensuring your customer connects to the department they faster than ever
- Reduce call hold times and complaints by offering instant access to support teams
- Ensure you don't loose a prospect to the competition by keeping them in hold queues too long

Visual Attendant enables real time customer interactions directly through the browser initiated from any page on your website. The transition from a webpage visit to a real time communications experience is seamless, as instant connection is facilitated through self selection of menu options from your website. No need to for lengthy automated attendant greetings and a plethora of touch tone selections that could inevitably lead to a lost customer.

Why Visual Attendant?

✓ Create/Manage Visual Attendant yourself — simple and cost effective

✓ Improves your Customer's Experience — enables real time communications directly from a browser

✓ Sate-of-the-Art Technology — adds voice calling to the modern web experience for a point n' click or touch-screen world

A New Way to Connect

Delight your customers with Click to Connect options instead of frustrating them with a call, navigate and wait alternatives!

Contact us to get started Today!