

VOLANS

CASE STUDIE

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Virtual Receptionist

ABOUT

The client is one of the leading names in the IT sector. They have a wide network maintained with customers within different sectors across the country. The company aims to make quality services and expand its reach to the maximum of them.

BUSINESS NEED

In this era of digitalization and being in the tech field this company required the best assistance for managing its appointments and answering the phone calls of the customers. It can be a hectic job and will require training and hiring skilled people for this job which will eventually add extra cost. To save the time of training and be within their budget the companies require the best services offering flexibility and perfect outcomes.

SOLUTION

Volans offered the company a dedicated service of virtual receptionists that uses the latest tools and technology. Handling it is easy and is been done by trained professionals. This technology can be customized as per need. So the requirement of the IT company was fulfilled. The calls were easily managed and even the common queries of the customers were answered through this virtual receptionist technology. The entire system fits into the budget column of the company and offers them the solutions to every issue that they were facing.

OUTCOME

\$6.7 million

Reduction in operating costs

166,000

Fewer calls

5%

improvement in customer
experience index score



VOLANS

USA | Canada | UK | Australia | New Zealand | India | Philippines

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