

CALL EVALUATION



Get the complete picture of the calls your business receives.



Listening to every call that comes into your business is a time-consuming activity. It is also the key to knowing how leads are generated, how employees are handling opportunities and what customers and prospective customers are really looking for from your business.

You probably don't always have the time to listen to each call. Our Call Evaluation service addresses this challenge by using our customer service professionals to review your call recordings, identify the types of calls your business receives and capture metrics on how well calls were handled. We provide you with a benchmark of your employees' performance, as well as visibility into the types of calls your advertising is generating and details on callers' discussions with your employees.

By providing you with a complete picture of the types of calls your business is receiving, you can quickly identify which callers are revenue opportunities requiring additional action. Call Evaluation also shows you valuable notes on each call and identifies if an appointment was scheduled with the prospective customer.

OUR CALL EVALUATION SPECIALISTS WILL:

- Listen to and categorize inbound call recordings.
- Evaluate calls based on industry-standard criteria (such as whether or not an appointment was set or if the caller's name was requested).
- Deliver Call Handling reports that individually critique your employees' call handling performance.
- Inform you if any caller requests to be placed on a company-specific Do Not Call list.
- Provide valuable notes that supply detail about what was discussed during calls.
- Enter caller contact information, callers' interest in products and/or services, appointment information and journal notes directly into Call Manager.
- Deliver Sales Opportunity reports which provide an analysis of all calls coming into your business, including details such as appointments scheduled and prospective customers to follow up with.

MAXIMIZE YOUR TIME

We categorize incoming calls so you can identify which ones need your immediate attention and which ones can be delegated to others.

Call Evaluation provides insight into your employees' call handling skills, allowing you to immediately evaluate their performance and provide them with ongoing, specific training.

Who's Calling provides you with the tools you need to maximize your business's marketing potential and increase sales and revenue.

Call today to learn more — **866.595.3333**.