

# MISSED CALLS COST YOU MONEY.

## CALL CENTER SERVICES

Every time you miss a call, you miss an opportunity to gain, retain, and engage valuable service customers.

Your customers expect excellent customer service, even in the busiest times of the day. MasterCall is an overflow call management solution that provides your customers with a 5-star experience every time they call, anytime they call.

Our professional representatives manage daily spikes, field customer inquiries and set appointments to decrease the amount of time your team spends on the phone and increase the time you spend with the customer in front of you.

MasterCall is there when you can't be.

Call **888-415-6391**



IDENTIFIX.COM

## DID YOU KNOW?

**20** seconds is the time which customers expect you to answer the phone.

**80%** of first time callers don't call back if their call isn't picked up.

**34%** of callers who hang up won't call back, **ever**.

SOURCE: Voice Response, Inc.

**61%** of consumers say that they have stopped working with a business after one poor experience.

SOURCE: Microsoft's State of Global Customer Service Report.

**57%** of service advisors don't suggest an appointment to callers.

**81%** of all your invoice revenue starts with a customer phone call.

Solera | IDENTIFIX