

# Digital Coast One Talk “Tech Alert” Use Case



Learn how Tech Alert was the critical feature that closed the sale

## CUSTOMER PROFILE:

Electric Contracting Company

- Company has On-Call Technicians responsible for responding to incoming customers calls after normal business hours

Decision makers: CEO/Owner and Sr. Engineer/Tech Manager

## BUSINESS PROBLEM:

- Company was looking to replace current phone system with a mobile-centric solution
- An interactive voicemail alert feature existed on the old phone system and needed to be replicated

## NEGATIVE IMPACT TO BUSINESS:

Poor customer experience due to:

- Missed calls
- Slow or No response
- Lost revenue
- Frustration for Techs
- Limited management control

## SOLUTION:

Tech Alert Voicemail Platform for One Talk

- “Sequential Option” notifies Techs in the order assigned
- Company can choose elapsed time between calls and maximum number of Tech notifications
- No missed calls
- Notifications continue until Tech responds or is redirected to next Tech

## BENEFITS TO COMPANY:

- Callers receive prompt responses to their after hour calls.
- Company optimizes new revenue opportunities
- Company improves management oversight and reduces complaints and escalations

# Digital Coast One Talk “Tech Alert” Use Case



Learn how to customize Tech Alert to close more One Talk sales

## COMPANY PROFILE:

HVAC and Plumbing Service Company

- Two 24 hour service departments
- Unique customer service number and needs for each dept.

Decision makers: CEO/Owner and Dispatch Manager

## BUSINESS PROBLEM:

- Old system required Techs to call into voicemail to check messages periodically
  - No automatic notification feature
  - Difficult to manage Techs

## NEGATIVE IMPACT TO BUSINESS:

- Response to new customer inquiries were delayed or lost
- Slow response to existing customer inquiries created poor customer experience

## SOLUTION:

Tech Alert Voicemail Platform for One Talk

- “Simultaneous Option” notifies ALL Techs at the same time
- Customized voicemail message assures customers that their requests have been received and assigned
- Notifications continue until the voicemail message is retrieved
- Customer added 3<sup>rd</sup> Tech Alert for Sales

## BENEFITS TO COMPANY:

- Callers receive prompt responses to their after hour calls.
- Company reduced revenue losses due to missed calls
- Company improved management oversight and reduced complaints and escalations
- Improved effectiveness for Sales team