

## About Vocalcom

Vocalcom provides leading-edge call center technology in the cloud that supports any communication channel and delivers an exceptional customer experience. Connecting with customers has never been this more convenient, user friendly or cost effective. Vocalcom's Cloud based Contact Center Software is designed to manage interactions via an intuitive, collaborative application, regardless of the channel. This allows you to manage every interaction as if it were one conversation across channels of voice, video, chat, email or social.

If you're just starting out with a few agents or have a large base of 1000's of agents our software scales to help carry this conversation no matter where your agents are located. We're trusted by over 550,000 users across 47 countries. Vocalcom provides the world's most popular multichannel contact center solution in the Cloud, highly recommended by 3000+ successful customers. Don't miss out on the opportunity to get started in no time. Deliver easy and cost-effective multi-channel customer service. We don't succeed until you do!

Visit [www.vocalcom.com](http://www.vocalcom.com)

# How to improve the productivity of a call center 43%

**Company Name:** Sage

**Location:** Spain

**Quick Business Description of Company:** A company dedicated to find solutions and services of business management for medium and small companies.

## Challenge

- Production platform displayed in 6 weeks.
- Routing based on Hosting (business rules)
- Calling peaks management
- New call center's integration
- Grow by acquisition

## Solution Chosen

- Incoming calls – IVR
- VoIP, Chat, Mail, Web Call Back
- Incoming calls
- VoIP

## Key Business Benefits

- Final acceptance signed 2½ weeks before expected
- 98% client satisfaction ( active combination)
- +62% answered calls during the first contact
- +140% conversion rates

“*Change a plane's motor in the middle of a flight, with an improvement of productivity, an improvement of attention and resolution, an improvement of clients experience and, moreover, an increase of NPS (Net Promoter score) is a sample of the advantages of working with a supplier like VOCALCOM.*”

— Fernando Galvache CIO de Sage España