

We're ready to take your calls.

To find out more about how WebforPhone's automated attendant can answer your calls, please contact:

215-854-0555
info@netxentry.com
www.WebforPhone.com

FREE DEMO

For more information or to experience this sophisticated system for yourself, try a demo at www.webforphone.com.



MANAGEMENT

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CLIENTS

Health Insurance



Health Care



Insurance



Financial



Retail



Answer the phone on the first ring.

Our fully automated telephone attendant improves service, increases productivity and lowers costs.



Service of NetXentry LLC

- Answer every call right away, giving callers the option of self service via voice, waiting for a live agent or scheduling a call back.
- Through a sophisticated voice interface, customers can speak their problem or ask for a person by name. This is much more than the typical PBX solution.
- Achieve cost savings of 80 percent or greater over live agents without sacrificing quality.
- Set up in weeks, expand and reconfigure in hours

An automated attendant your customers will want to do business with.

Our fully automated telephone attendant is the perfect employee -- smart, engaging, efficient and always there to answer your calls. Dramatically improve your customer satisfaction through 24/7, no-wait, no-busy answering. Many customers can take care of business without even talking to a live agent.

Sustain customer satisfaction: Customer satisfaction is paramount. Our target is to achieve customer satisfaction at least 95 percent as high as for a live agent at 10 percent of the cost. Customers can easily transfer their calls to a live agent or callback system at any time, but a surprisingly small number take advantage of this option. By eliminating wait times, customer satisfaction improves and dropped calls decline.

Decrease operating costs: While costs vary with services offered and audience demographics, in all cases we have achieved cost reductions of 80 percent or greater as compared with the costs of live call center agents. Prices range from 20 cents per minute to 10 cents per minute based on monthly volume (or \$1.00 per order), significantly lower than live agents.

Low setup cost, maximum flexibility: The system, hosted on our secure platform, is much easier to set up and expand than a live agent call center. The cost of initial setup is about \$15,000 and typically can be completed in just a few weeks. We offer speed and flexibility in expanding and reconfiguring the system. After initial setup, changes to the system can be completed in a few hours and launched immediately. It is easy to add features such as capturing names and

addresses as well as email addresses and passwords, upselling, checking inventory and credit cards on-line, reporting to fulfillment activity, and collections.

Continuously improve: Through detailed call analysis, we can help you optimize your call effectiveness. We automatically gather and report statistics such as transactions completed, where hang-ups occur in the call flow, and reactions to specific prompts. This information allows us to work with you to continually improve the effectiveness of the system.

How it works: The caller is greeted by a professional voice and the system captures “who the customer wants to reach” or “what the customer’s problem is.” Then, with the ability to dynamically calculate staff availability, the system scheduler can connect the caller to a live agent, offer voice self service or tell the caller when staff will be available and offer to call back at the end of the wait time or at a later date and time more convenient to the caller. The service can be offered across multiple sites and in multiple languages. Self service systems can be set up to provide secure access to place orders, check status or complete other business.

APPLICATIONS

A financial company offering retirement plans: With a staff of hundreds scattered around different locations, the company needed to create coherent and easy access for clients. The system directs calls from a single phone number transparently to staff, resulting in improved centralized staff services, satisfied customers and greatly reduced call abandonment.

A personnel employment company: WebforPhone developed a system for a client that offers professional certification to foreign applicants and recruiting agencies. The system handles questions and directs calls to professional staff, helping handle peak traffic inside office hours and many calls from international clients outside office hours. It provides higher levels of service with a very small professional staff

