

We're ready to take your calls.

To find out more about how WebforPhone can add automated voice access to your e-commerce site, or provide other services, 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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WEBFORPHONE CLIENTS

Health Insurance



Health Care



Insurance



Financial



Retail



Allow customers to access your website by phone.

Leverage your e-commerce website with our automated telephone voice browser.



Service of NetXentry LLC

- Provide secure telephone voice access to your e-commerce site without adding staff
- Find items in catalog or directory using Speech-based Search Engine
- Improve customer satisfaction with anywhere, anytime access. Your customers always have a phone close at hand
- Experience proven revenue growth as demonstrated in projects for retail, health care and finance
- Achieve cost savings of 80 percent or greater over live agents without sacrificing quality
- Set up in weeks, no IT required

Answer the call of commerce anytime, anywhere.

Open your e-commerce site to a much larger market by using a telephone-voice browser available from any phone, anywhere, 24/7. Customers can place orders, obtain prices and order status, change registration or locate a store – all by speaking into their phones. With phones in every pocket, your customers can transact business with your firm virtually anywhere and anytime.

Increase revenues: There are many more telephones than Internet terminals. The ability to use cell phones as access points means that customers can transact business when traveling or during other downtime. Increased access means increased revenues.

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.

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 5 cents per minute based on monthly volume.

Low setup cost, maximum flexibility: The cost of initial setup is low, depending on application. Set-up typically can be completed in just a few weeks. Because the service is hosted on our site, 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.

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, 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 WebForPhone Platform serves as a translator between telephone-speech and Internet-data protocols. It receives inbound telephone calls from customers and interacts with them by speech. It accesses web accounts, just as if it was an Internet terminal interacting with a website. Access parameters captured from the telephone caller range from name and password to order-number and date-of-birth. The caller can perform all the websites function.

APPLICATIONS

Improving member service for a managed care company: The system takes inbound calls from health providers and insured members, capturing caller ID needed for accessing the website account, as well as information requests. The system provides answers by voice, e-mail or fax, based on user preference. The company achieved drastic costs reductions compared to live agents, while improving customer satisfaction and access.

Provider Directory Assistance: Allows callers to find Health Care Providers by word description, location and specialty. For finding Health Care Providers and individual practitioners.

