

We're ready to take your calls.

To find out more about how WebforPhone can help you automate your telephone calling and answering, please contact:

215-854-0555
info@WebForPhone.com
www.WebForPhone.com
2400 Chestnut Street, Phila., PA 19103

HEAR DEMOS OF APPLICATIONS

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

www.WebForPhone.com



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CLIENTS AND APPLICATIONS

Health Insurance



Health Care



Insurance



Financial



Retail



A better way to manage *Emergency Road and Insurance* calls.

Our fully automated telephone can improve your performance while dramatically lowering costs.



Service of NetXentry LLC

- Answer every call, 24/7, on first ring with no wait, no busy, even during peak times.
- Save a guaranteed 80 percent or more over live agents while sustaining high quality. No front investment.
- A sophisticated system provides an engaging experience and offers easy transfer to live agents – but very few callers do so.
- Screen calls, accept Emergency Road Service calls, alert contractors and customers. Self-service insurance applications and claims
- Set up in weeks, expand and reconfigure in hours

Provide better customer service while saving 80 percent or more over live agents.

Handle peak traffic without waits or staffing. Reduce costs by \$5 per call or more without sacrificing customer satisfaction. WebforPhone's sophisticated system can take Emergency Road Service calls and provide Insurance services without involving live agents.

Experience: WebForPhone has been serving Emergency Road Service and Insurance clients since 2003, for a variety of products, advertising channels, services and audiences. We have detailed knowledge of how to optimize the effectiveness of calls.

Sustain customer satisfaction: Customer satisfaction is paramount. We achieve customer satisfaction at least equally as high as for a live agent at 10 percent of the cost. Customers can transfer their calls to a live agent or ask for a callback 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 8 cents per minute based on monthly volume, significantly lower than live agents.

Low setup cost, no front investment, maximum flexibility: The service, hosted on our secure WebForPhone Platform, is much easier to set up and expand than with a live agent call center. The cost of initial setup per application is about \$10,000 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 applications for insurance, recognizing names and addresses, checking contractor assignment and progress of service, or reporting transactions to data processing.

Continuously improve calls: Through detailed call analysis, we can help you optimize your call effectiveness. We automatically gather and report statistics such as on 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 application.

How it works: The WebForPhone Platform uses sophisticated speech recognition and generation and data mining. It serves as a translator between telephone-speech and Internet-data, allowing telephone access to legacy data and Internet website. It receives and answers telephone calls from or to customers and interacts with them by speech.

APPLICATION EXPERIENCE EXAMPLE

Auto Supplies and Emergency Road Service: A major Automobile Supplies and Emergency Road Service company found that the WebforPhone application effectively handles dramatic upsurges of calls while saving about \$5 per order. The application provides registration and updating. It also helps screen out crank calls. Not only did it improve order and calls for road services, it also achieved high level customer satisfaction.

