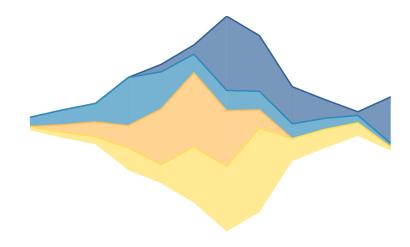
How a Kansas City Service Business Improved Customer Satisfaction by 25%

## THE PROBLEM: TOO MANY MISSED CALLS



- Frequent missed calls during peak hours.
- Customer frustration due to long hold times.
- Lost revenue from unaddressed opportunities.

## THE SOLUTION: OPTIMIZED STAFFING WITH VOIP ANALYTICS



- Analyzed call volume data by time of day and day of the week.
- Restructured employee schedules to cover peak demand.
- Used call routing features to ensure no call went unanswered.

## THE RESULTS: FEWER MISSED V

- Missed calls reduced by 25%, improving customer satisfaction.
- Revenue increased as previously missed calls turned into opportunities.
  - Streamlined staffing schedules saved time and resources.

## WHAT THEY SAID:

"VoIP analytics helped us see the gaps in our staffing and address them. Our customers are happier, and we're not leaving money on the table."

