

Reducing Missed Calls with VoIP Analytics Case Study

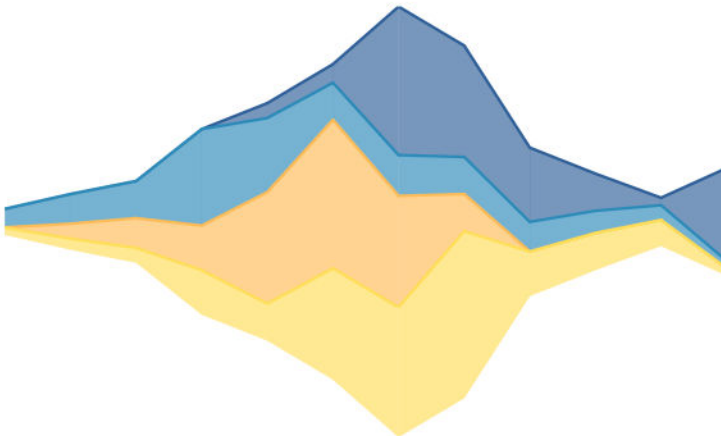
How a Kansas City Service Business Improved Customer Satisfaction by 25%



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 CALLS AND HAPPIER CUSTOMERS

- 1 Missed calls reduced by 25%, improving customer satisfaction.
- 2 Revenue increased as previously missed calls turned into opportunities.
- 3 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.”

Towner

