

CONVERSIONS

Based on 4000 prepaid minutes per month
995 Appointments = 5.1 % Conversion Rate

Answering Service Case Study

Product Manufacturing Company

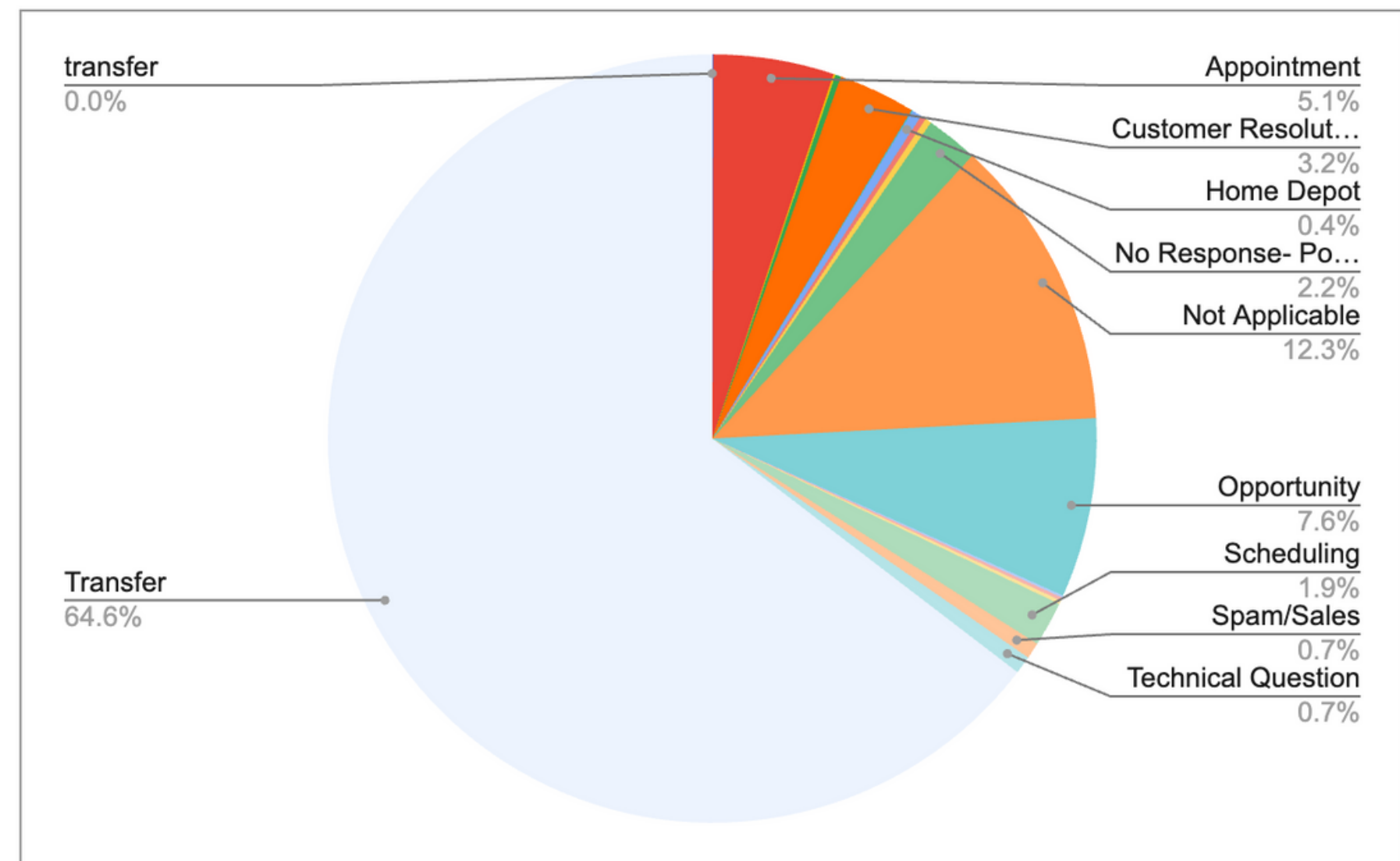
Goal to approve appointment rate & customer service.

Appointment Goal hit in first 15 days of service

Customer Satisfaction goal hit in first 30 days of service

Overall Status

Call Status	Total
Accounting	8
Appointment	995
Cleaning Referral	16
Costco	47
Customer Resolution	638
Employment Questions	10
Home Depot	80
Intro Message	45
Locating Material	52
No Response- Podium	431
Not Applicable	2420
Opportunity	1483
Out of Area	18
Partner/Contractor	27
Reconnect	30
Scheduling	370
Spam/Sales	135
Technical Question	147
Transfer	12681
transfer	3
All Conversations	19636



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