



Helping You Make Customers Feel At Home

Here's what you can accomplish when you partner with Callcap.



Recover missed appointment opportunities.

Want to recover 27% of your lost calls? Our call recordings and call detail records will alert you immediately if a potential lead doesn't book an appointment, so you can call the customer back and save the call.



Forecast trends with seasonal analytics.

Compare your company's performance year over year, month over month, and season over season.

We keep your analysis and call recordings for 18 months, so you know precisely when to ramp up your marketing or slow it down.



Keep your agents in line with scorecards.

Are your employees following scripts and booking appointments? Our scorecard system picks random calls for each agent. Then, you get the metrics, so your agents can't trick the system.



Stop the seasonal call slump.

Our maintenance reminder broadcast system lets you schedule reminders within minutes and start receiving calls. We do the dialing, and you book the calls!



Customize the system to fit your needs.

Your business is unique, and we respect that, which is why our call scoring process is dynamic and tailored to fit what's most important to you.



Ensure excellent employee performance.

Get real time gains by tracking how your agents treat your customers—even when you're away.

Use your smartphone or tablet to keep up with our real time dashboard, which lets you know what is happening with each and every call we process.



Be prepared with disaster recovery.

Never miss a potential guest's call because of severe weather or power outages. Callcap's disaster recovery

lets you re-route calls with the click of a mouse, so there's always someone to help a customer whenever the phone rings.



Receive around-the-clock customer support.

You run a 24/7 business, and anything can happen at any time, day or night (including holidays!). That's why we run a 24-hour customer support unit, so a Callcap on-call staff member will always be there to help you.



Keep your reputation spotless.

Catch problems before customers go online and write angry reviews, and manage your first-class reputation with our post-service follow-up survey system.



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