

industry case study

HEALTH SERVICES



CASE STUDY

THE NEED

A retail weight management center needed a software solution to manage its call center and customer acquisition efforts.

THE SOLUTION

The VanillaSoft solution with its robust feature set helped the client increase reach, attract leads and sign on new customers.

THE CLIENT

ACTIVE # OF USERS



<10 Users

MAIN OFFICE



Winston-Salem, North Carolina

REGIONS SERVED



North America

PAIN POINT



Needed Call Center Software



OUTBOUND CALLING FOCUS



REMOTE & ONSITE AGENTS

THE SOLUTION

CUSTOMER RATINGS

EASE OF USE & ONBOARDING



SUPPORT & CUSTOMER SERVICE



CLIENT-REQUIRED FEATURES

- ✓ Ease of Use/Administration
- ✓ Appointment Setting
- ✓ Logical Branch Call Scripting
- ✓ Custom Fields & Data Capture
- ✓ Digital Call Recording
- ✓ Auto Dialing (Progressive & Preview)
- ✓ VoIP Features & Integration
- ✓ Email Templates & Document Libraries
- ✓ Real-Time Dashboards & Web Reporting

SOLUTION BEFORE VANILLASOFT

× **VARIOUS PROVIDERS**

"VanillaSoft is the only software we have used. After researching the choices, this is the best available solution."

CUSTOMER QUOTE

"Even if the software was not as useful and efficient as it is, the staff from sales to service would be hard to leave. They have been professional and friendly from day one. Opening a new business is full of new things to learn and obstacles to overcome; having the support and help from the staff at VanillaSoft has been invaluable."

START YOUR FREE TRIAL TODAY

www.vanillasoft.com/products