

BENEFITS

- ❑ Empowers callers to handle common requests independently at their convenience.
- ❑ Provides information that moves the caller closer to a purchase.
- ❑ Increases in-store traffic as unlimited concurrent calls can be handled.
- ❑ Faster and improved service promotes customer loyalty and expands customer base.
- ❑ 24x7 accessibility to your enterprise results in increased business volume.
- ❑ Improves employee productivity as agents can focus on other challenging and revenue generating inquiries.

StoreLocator

OVERVIEW

Store Locator is a VoiceXML based application that enables customers and prospects to dial a toll-free number and locate the store nearest to them by speaking their zip code (either U.S. zip code or Canadian postal code) through phone. Instead of navigating through touch-tone options, callers can quickly receive the information they want.



FEATURES

- ❑ Supports both Speech and Touch-tone (DTMF) input.
- ❑ Built-in modules can be easily customized to include greetings, operating hours, phone numbers, promotional offers, etc.
- ❑ Leverages the existing web based store locator infrastructure by adding a voice self-service component.

ABOUT RSI

Real Soft, Inc., (RSI) is a global provider of Software Solutions & Services with corporate headquarters located in the USA and offshore centers-of-excellence in India. Since 1991, RSI has been a vendor of choice for several companies. RSI's quality processes are ISO 9001:2000 and SEI-CMM Level 4 compliant.

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