

BEST PRACTICES CONSULTING SERVICES

Automated Messaging

Try the Service for Free

Now thru May 2010

This service has been tailored to support the transportation service provider with a large customer base. Give your operation, sales team, and customer service staff a little assistance. Here is a cost effective service. Will real results.

Where Your Business Is Our Business!

BEST PRACTICES

Primary Business Address
P.O.Box 74303
Romulus, MI 48174
www.yourpracticescoach.com

Phone: 810.280.4310
Fax: 734.992.3336

E-mail: info@yourpracticescoach.com

How many times have you tried your best to forecast adequate volume levels due to holiday schedules? You've tried your best to staff correctly, ensure enough equipment, set the operational hours to comply with your estimations, and all this based on the feedback from customer service and sales. You know like I know, you hardly ever hit the nail on the head. But, the real problems have yet to surface. It's that customer who thought you ran a normal workweek. This customer missed the memo and you have no proof that they were notified. The greatest customer service failure in the transportation business!

Well help is here! I provide automated messaging for the masses! This service ensures that your intended audience will receive the message you intended. Plus, I provide a report that time stamps the receipt, duration of the call, and any notes the recipient may have included.

Don't worry about sharing your customer contacts, because I don't need names or titles. You know like I know, we can all secure the general contact information through multiple methods of known sources. So, my interest is not redistributing your information to competitors. I actually offer a service guarantee that information is not redistributed, your contacts are not solicited, and I don't pitch your clients.

- Setup time averages about 15 minutes
- The caller ID displayed is yours (unless otherwise requested)
- The call list can be edited for a variety of messages
- Each of your Account Executives can have their own caller ID and individual contact list
- Local terminal messages like thank you notifications from the manager

When to Use This Service:

- Operational Changes:
 - Holiday Observed
 - Skeleton Crews
 - Weather Days
 - Natural Disasters
- Customer Appreciation
 - Company Tour
 - Meet & Greet
- Pricing Changes
- Collection Notices