

Revolutionizing Call Center Operations for a Fortune 500 Waste Company with Conquer Voice

CLIENT OVERVIEW:

A leading entity in the waste and energy industry, our client was grappling with considerable difficulties in their call center operations. Plagued by inadequate call quality, ineffective customer support, and technical shortcomings, they sought a robust solution that could enhance their customer and agent experience while enabling seamless integration with their existing systems.

CLIENT OVERVIEW:

- Poor call quality stemming from an inferior telephony provider.
- Unresponsive support from the previous vendor left sellers feeling lost and abandoned.
- Cumbersome integrations resulted in a disjointed sales process, particularly with sales coaching.
- Wide gaps in data accuracy caused by incomplete records and inconsistent reporting.
- Lack of compliant recording functionality.

The Conquer Solution:

Understanding these challenges, Conquer resolved our client's audio issues through a superior network of carriers. Not only did Conquer Voice optimize latency issues, but its native functionality automatically captured all call data in Salesforce. In addition,

Conquer's seamless integration with our client's sales coaching system offered a more streamlined workflow, contributing to the overall efficiency and productivity of the agents. Critical features to overcome our client's challenges included:



Tier One Carrier Network: Conquer Voice optimized call quality through carefully monitoring and switching between carriers when needed, removing latency from calls.



Automatic Activity Capture: Data from any customer calls was automatically captured into Salesforce through Conquer Voice, eliminating the issue of incomplete records.



Easy Integration: Owing to its Salesforce-native architecture, Conquer Voice smoothly integrated with our client's existing call coaching system to work hand-in-hand to level up their sellers.



Inbound Record Pop: Inbound callers were instantly matched to existing records to give sellers the right information they needed to have productive conversations

Results:



Data Clarity:

With all sales activity now being captured and consistently reported on, our client was able to make informed strategic decisions based on what was working best for their sales organization.



Seamless Workflow:

Conquer Voice offered our client's reps an intuitive and easy experience directly inside of Salesforce, boosting efficiency across the team.



Productivity Increase:

"We chose Conquer for our sales enablement, which has produced exactly what we wanted: increased runway and positive results. A consistent experience for our representatives and really moving us forward," reported one senior inside sales manager.

Driving Better ROI:



Call connections increased by 34% across the inside sales team.



A 20% boost in call durations resulting from reps being better prepared for each call.



Outbound calls additionally saw a 10% rise after the implementation of Conquer Voice.