

Reduce Your Call Handling Time with Semafone

WITH PAYMENTS OVER THE PHONE, MISTAKES HAPPEN!



Misreading



Miskeying



Mishearing



Card number error

=



Rejected payment

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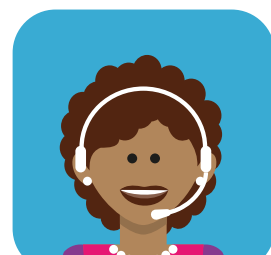


Failed transaction charges from PSP

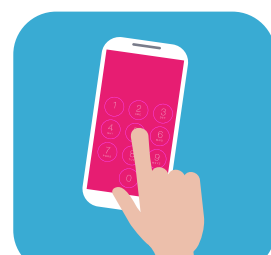
WITH SEMAFONE



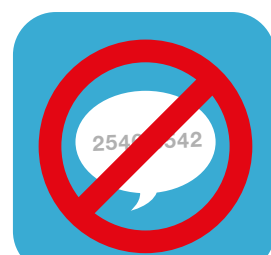
Customers type in their own card details into the telephone keypad, while full voice communication is maintained.



Agent can carry out wrap-up tasks



ONE point of entry



NO need to read back numbers



Automatic checks

WHICH MEANS



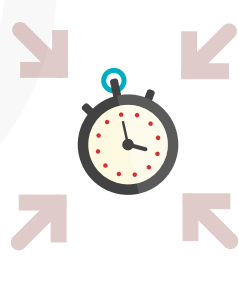
Fewer errors



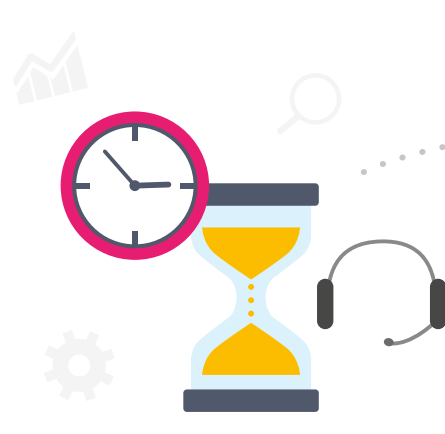
Happier customers and agents



Fewer failed transactions



Reduced AVERAGE HANDLING TIME (AHT)



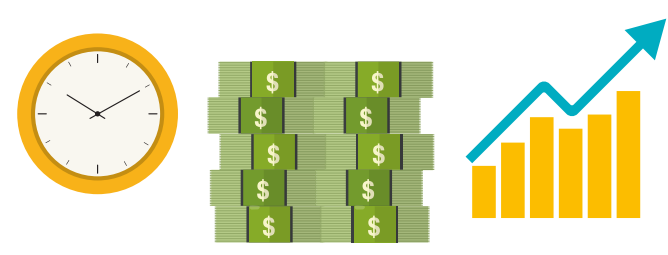
Reducing AHT

=

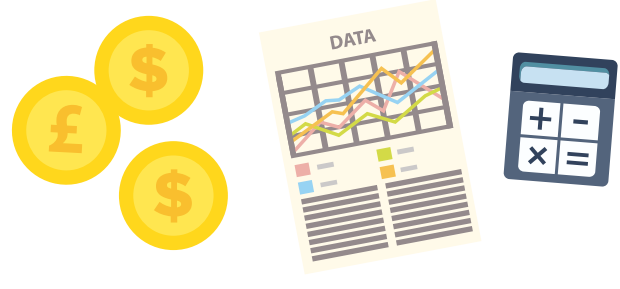


Money saved & improved productivity

SEMAFONE HAS



A proven track record in not only delivering significant & impressive cost savings, but also increasing call center productivity.



We calculate potential savings by using standard everyday call center metrics. In many cases, you will recover your total investment in Semafone in less than 3 years.

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and we will talk you through our AHT savings calculator

