

Reduce Your Call Handling Time with Semafone

WITH PAYMENTS OVER THE PHONE, MISTAKES HAPPEN!



Misreading



Miskeying



Mishearing



Card number error



Rejected payment

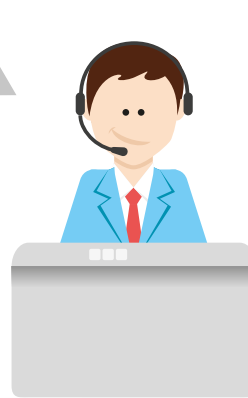


Failed transaction charges from PSP

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



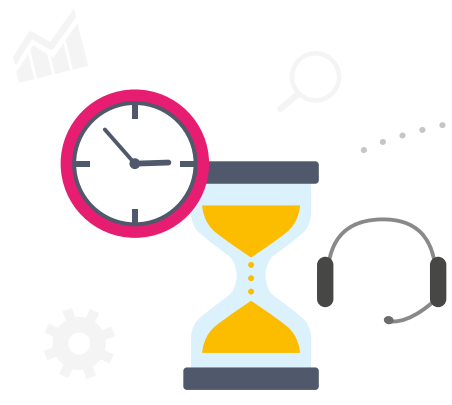
Happier customers and agents



Fewer failed transactions



Reduced AVERAGE HANDLING TIME (AHT)

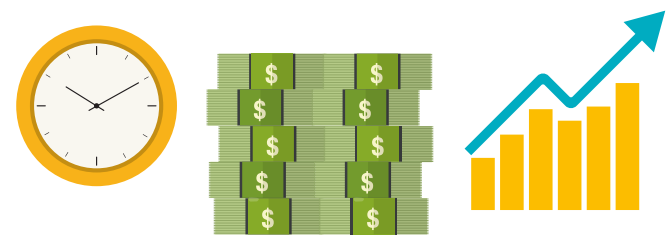


Reducing AHT



Money saved & improved productivity

SEMAFONE HAS



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



We calculate potential savings by using standard everyday contact centre metrics. In many cases, you will recover your total investment in Semafone in less than 12 months.

Call us now on

0845 543 0822

and we will talk you through our AHT savings calculator

