

1TO1 CALL CENTER™

- Management retains strict control over which data each CSR is permitted to view **so privacy and security are ensured.**
- **Automated phone messaging** – 1to1 Call Center's customizable phone messaging function saves time (and ensures accurate messages) by offering CSR's a menu of message options.
- 1to1 Call Center connects to the Canada Post tracking site. At the click of a mouse your **CSR's will be able to tell customers the exact status and location of mail order packages.**

- **Exceptional time saving management tools.** Information is power – and it means profits too.
- **Increase sales and customer satisfaction when your CSR's give your customers accurate and current information.** 1to1 Call Center gives your CSR's easy access to product prices, availability and descriptions.
- Your company's data and applications are centralized and web-delivered so **it's easy to update** information (price changes, out-of-stock items, new policies, etc.) - that saves time.

Whether you contract out for your call center activities or keep them in-house, the service your Customer Service Reps give to your valuable customers is only as good as the information and tools they have at hand. 1to1 Call Center gives your CSR's the power to serve your customers better.

Features and benefits



- 1to1 Call Center is a sophisticated and easily **customizable gateway to your customer, product, and contact databases.**
- Your CSR's follow your **custom designed order and data entry processes.** Data is entered correctly the first time.
- **CSR's can even work from home!** All they need is internet access.



To learn more about
1to1 Call Center please
contact CMN
1 877 621 4266
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Integrating with 1to1 Pharmacy

1to1 Pharmacy is a management platform that gives pharmacies tools to streamline administration, enable multiple-supplier dispensing and speed up prescription approvals. It also provides iron-clad tracking and security of data.

1to1 Call Center integrates seamlessly with 1to1 Pharmacy.

Together they create tremendous efficiencies:

- Virtually eliminate repeat data entry.
- Cut administrative steps between CSR's and pharmacists. CSR's can place approved refill orders directly into the 1to1 Pharmacy systems.

- Data is instantly entered in the 1to1 Pharmacy system and accessed by affiliated doctors for prescription approval and pharmacists for filling.
- No more faxing (or even emailing) vital patient and prescription information.

- You'll deliver accurate health information faster to your clients because questions and inquiries can be allocated directly to management-assigned doctors.
- CSR's can complete a customer's patient application (including health and drug history) over the phone – ideal for seniors.

Integrating with 1to1 Affiliate Manager

The 1to1 Affiliate Manager solution lets pharmacies (and other businesses) grow their client bases through a network of affiliate marketers. 1to1 Affiliate Manager allows pharmacies to accept orders from its affiliates and their clients and then track orders, calculate commissions and issue payments.

Use 1to1 Call Center with 1to1 Affiliate Manager to give your affiliates the power to sell more

- Customer orders coming into the call center are automatically tracked and associated with the relevant affiliate by name, access code or purchase history. Affiliates get the credit they deserve and administration time and chores are cut.

- Help your affiliates sell more by giving their customers greater access to information and services.
- Help your affiliates provide a high level of customer service that breeds client confidence. Studies show that low consumer confidence is an impediment to affiliate programs. With 1to1 Call Center we eliminate this problem.

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