



## NetCall800™

***To realise the true sales potential of your website, you need to ensure that when your online customers need help, you can respond quickly and personally to their request.***



**Respond at the very moment when your customers are most likely to buy**

There is no substitute for personal attention when your customers want to talk to you. Every second counts and if it's not easy to get help quickly, you'll lose their interest. NetCall800 makes it easy for you to respond at the very moment when your customers are most likely to buy. When an online customer wants assistance, they simply click a NetCall800 button on your website, enter some details and we'll connect them directly by ordinary phone to talk to one of your customer services staff. NetCall800 captures key customer data and its versatile call management features enable you to control your response to every enquiry. So you can seize the moment and ensure they don't leave your website empty handed.

### ***How does it work?***

NetCall800 is an intelligent freephone service for your website displayed as a 'call me' or 'callback' button. When your online customers want assistance (whether they are viewing your website on a PC, WAP device or on iDTV) they simply click the button, enter their details and NetCall800 connects you and your customer by phone.

### ***What can NetCall800 do for your business?***

- > Generate high-quality customer responses – conversion rates are significantly higher via NetCall800 than other online contact methods
- > Increase sales – offering human contact from your website gives ordinary customers the help they need to complete their transaction
- > Personalise your customer contact – caller announcements at the start of each call let you know who's on the line and why
- > Capture every customer enquiry – a full online call log lets you measure customer response rates and monitor call handling performance
- > Fast easy set-up – remote installation within minutes





## Key features

**Flexibility:** What do you want to know about your customer? Where do you want your calls to go? Do you want out-of-hours calls routed to an alternative number or have your customers receive an automated customer response call? You decide what is important to your business and simply set up the service to meet your needs.

### Features include:

- > *Least-cost routing – via NetCall's international servers to give you the cheapest rates*
- > *Intelligent call routing – allows you to control where calls go by time of day*
- > *Intelligent call distribution – allows you to set up call groups to share the call load depending on availability*
- > *Call barring and security features – to screen out unwanted calls*
- > *Call announcements – to let you know who's on the line*
- > *Email back-up – for missed calls and outof- hours enquiries*
- > *Automatic call generation – to schedule automatic customer follow-up calls*
- > *No additional hardware or software required*
- > *Integrates with existing telephony and IT environment*
- > *Fully scaleable – can grow with your needs*
- > *Easy administration and billing structure*
- > *Worldwide availability and support*
- > *Global network of fault-tolerant servers*
- > *24/7 automated system monitoring and back-up*

### Painless implementation

- > *Fast, easy set-up – and remote installation within minutes*

## Capture every customer enquiry

### Applications

#### Other NetCall services

**NetCall FirstStep** – web callback to get your online customers talking

**HotDesk** – animate every call with pictures via two-way web sharing

**QueueBuster** – eliminate call queuing, missed calls and reduce call costs



wasted call time and lost calls when the customer cannot be connected immediately to the right member of staff. The services are low cost, require no hardware or software investment and work with all existing telephone and internet systems. For a free demonstration or more information visit [www.worldphone.de](http://www.worldphone.de)

### NetCall Telecom

NetCall Telecom's services enable businesses to improve the quality of their response to customers and increase the efficiency of voice communication; whether the initial prompt for a call is made by telephone, email, internet, WAP, digital broadcasting or the printed page. New techniques eradicate

**World Phone**  
a product line from

Reise-Profi Service GmbH  
Bahnhofstr. 10 D-26810  
Westoverledingen  
Phone: +49 (0)4955920720  
Fax: +49 (0)4955920484  
Email-Address:  
[netcall@worldphone.de](mailto:netcall@worldphone.de)