



RealCalls™

Recorded & Scored Outbound Telephone Calls

Recorded and Measured customer sales and service calls that can be coached and trained to providing the metrics for management to analyze and act upon.

Your team makes the calls, listen to the calls, coach to the calls.

QUICK STATS

- 20 years of experience
- Browser-based solution to record outbound calls
- No hardware required
- 24/7 access
- Customized dashboard and survey
- 20+ Custom reports
- Real actionable data
- Accurately scored
- Email Triggers
- PDF Excel Functionality

Any touch of your customer over the phone can be recorded and scored for analysis and strategic adjustments. The analytics will provide your company with all the data necessary to understand your current customer needs, desires and expectations. Whether you are an automobile dealership measuring your team's follow up sales calls or a financial institution adding on products and services to existing account holders, the Real Calls process will allow you to record, accurately measure and coach to the performance of your sales and service team.



REAL CALLS HOW?

Using our proprietary, browser-based solution to record sales & customer service calls and provide analysis. **NO Hardware & NO Software to Install!** Results are delivered on the same online dashboard as your other Reality Based products.



REAL CALLS OPTIONS

- Sales Calls
- Customer Service Calls
- Customer Follow up Calls
- Collections Calls
- On Boarding Calls

Imagine the ability to see and hear what is going on at your locations. How quickly could your team adjust? How much would sales increase and customer service improve at your organization?

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