

In the face of rising costs, the transportation industry has found itself fighting to become more efficient and more service-oriented, all while reducing costs. With so many effective methods to transport goods and services, competition has become fierce. This has left transportation providers burning the candle at both ends in order to survive in a tough marketplace.

There is a secret weapon, however, to help you transition from surviving to thriving. Call recording software from Versadial can increase efficiency through increased sales, improved customer service, and more effective dispute resolution.

## Effective Dispute Resolution

“Where’s my shipment?” This is the call a transportation company never wants to hear. When this call comes in, it usually means the goods should have been there already. At this point, the customer service representative must be equipped to handle the concerns of an upset customer and make things right.

Versadial’s call recording software allows agents to quickly access call records to confirm information provided and resolve disputes during the initial call.

## Customer Service

As competition increases, transportation companies must find ways to differentiate themselves beyond price. One of those ways is through outstanding customer service. Versadial’s software allows supervisors to train their agents to provide a better overall customer experience. Supervisors will be able to answer questions like...

- Are my agents attempting to understand customer needs during every call?
- Are my agents using all necessary resources to produce a superior service?
- Are my agents building rapport, strengthening customer relationships and showing genuine care and concern on each call?

## Cross-Selling and Upselling

Every customer touch is an opportunity to educate them about other product offerings that may meet their needs. Are your agents taking advantage of these opportunities to create additional revenue for your business? Through monitoring live calls and providing feedback from recorded calls, supervisors can make sure their agents are effective at settling past due accounts during the call, actively listening to identify additional needs, and adding value by offering cross sells and upsells during each customer interaction.

## Productivity

With the aforementioned fierce competition, every transportation company must be focused on doing more with less. Costs, especially for fuel, fluctuate widely so there must be some certainty in the cost of labor. That certainty comes from knowing that each customer service representative is working efficiently to meet the customer’s needs.

Call recording software can monitor call times, gauge customer satisfaction, and determine if agents are struggling to make quick decisions or handle stressful situations.

Versadial’s Call Recording Solutions allow you to...

- Record Inbound and Outbound Calls
- Monitor Live Calls
- Easily Retrieve Call Recordings and Data
- Reduce Operational Costs
- Ensure Compliance with Standard Operating Procedures

*Versadial offers scalable call recording solutions and related professional services since 1998. We deliver a reliable recording platform to businesses throughout the world.*

