



CITYSPREE

Deliver. Dine. Indulge.



CitySpree CASE STUDY



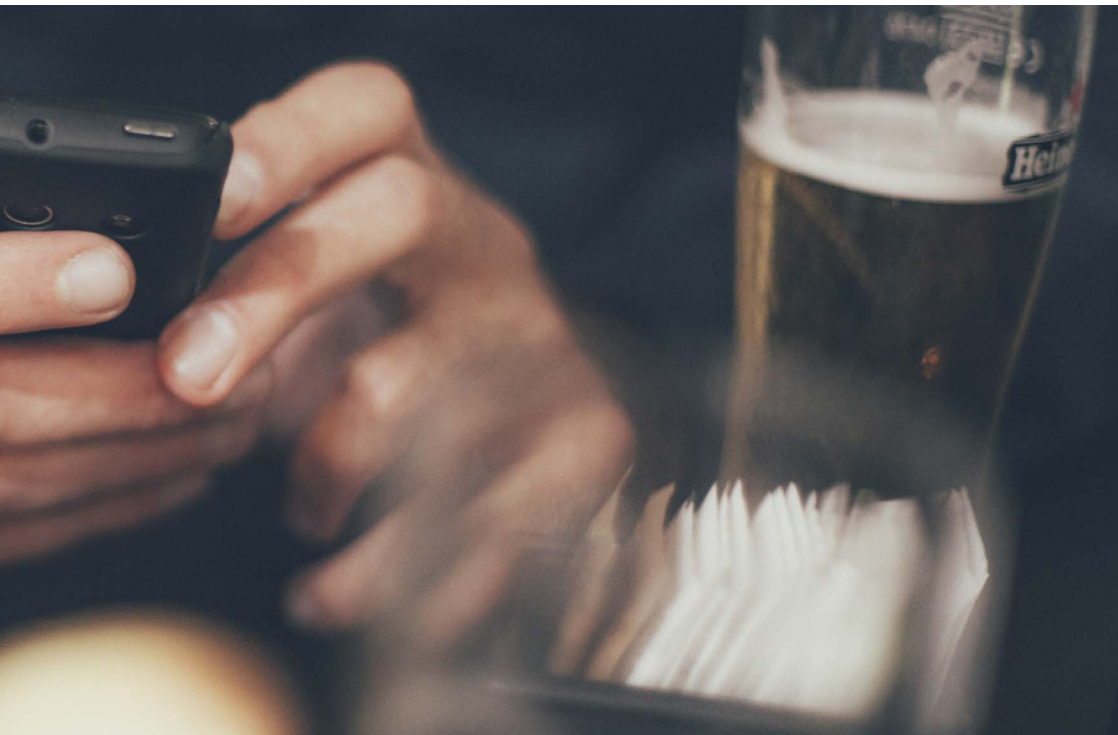


Communication
Evolved

CHALLENGE AND TASKS

CitySpree had a need to handle calls using a Cloud Contact Center for multiple organizations and brands. They needed a custom solution to fit the growing industry of food delivery service while keeping costs to a minimum. The ability to record telephone conversations was a necessity. The CitySpree organization has franchises all over the U.S. including most major metropolitan cities. The need for a centrally manageable VoIP system with versatile Call Center functionality (such as barge and coaching) was the most important. Agents from different areas of the U.S. needed the ability to communicate remotely with ease and collaborate on incoming calls when customers place food orders.





AND THE OUTCOME

SOLUTION

CitySpree found VOXO and after demoing the Cloud Contact Center feature set, CitySpree quickly migrated their growing Call Center and Agents to the VOXO platform to handle incoming orders at all hours of the day. The ability to handle large amounts of call volume was no longer an issue and CitySpree was able to manage and setup new Call Centers as the company grew in major cities.

KEY BENEFITS

Having the ability for Agents to access an online real-time operator panel was a huge benefit to CitySpree (being geographically dispersed). Agents can see who and how long a person is waiting in the call queue in addition to drag-n-drop to answer/transfer calls. With barge and coaching, CitySpree is able to train new Agents easily without the customer knowing.

A powerful Platform

“ You guys did a great job on building the call center features. You really thought of everything in the process.


Sometimes we have to go back to retrieve calls and recordings from a few months ago and VOXO allows us to easily search and play these calls.



Simply
Communicate



ABOUT CITYSPREE SERVICES



CitySpree was created to provide hungry consumers with the ability to order the food they want, from the local restaurants they want and have it delivered to them at their home, office or hotel for less than \$5 and within an average of 45 to 55 minutes. By providing a variety of prepared meal choices along with the convenience of delivery, we bring a better quality of life to everyone we touch. We partner with the best restaurants in town to provide a variety of delicious meals delivered. Our easy to use online ordering will get your meal on its way to you in no time. Our friendly delivery drivers are always accurate and timely. We offer service with a smile. We want you to be fed and happy and have made it our goal to ensure you enjoy your experience.





16 Bellegrass Blvd,
Hattiesburg MS 39402
844-750-VOIP
info@voxco.co
www.voxco.co

“ We have enjoyed working with VOXO. We have a very high volume of call traffic so we rely on quick support and VOXO is able to provide a service that meets our needs.