

# Your business is on the line.



When the phone rings, nothing matters until the call is converted to an appointment.  
**That's where ServiceScore™ delivers.**

We score inquiry calls to help your business get more customers and employees.

## More Customers and Employees



Measure that the right people are saying the right things to convert more calls to appointments

## Better Customer Service



Know the quality of the first impression consumers and job seekers have of your brand

## Easy and Effective



Push reports with call recordings make it simple to train and drive better results

**ServiceScore™** provides complete reports that help improve call conversion and customer service, while our insights assist you in sharpening your marketing ROI.

**The result?** Franchisors and Franchisees have easy access to the precise analytics needed to convert more calls into customers and employees.



**We send actionable reports.** At a glance, Franchisees see their call score and know exactly how their team can improve customer service and conversion.

**We bring great ideas.** Our trained specialists provide insights from reviewing each call to share trends and ideas. All to help you execute stronger marketing and customer experience strategies.

**We make it easy.** We use your brand's call standards or help you create a custom score report. Then every month we'll deliver calls and reports to your Franchisees, with a summary report to you.

## Let's talk.

Call Reports are just one part of our suite of enterprise-level solutions that combine customer service intelligence with experienced insights to:

- drive higher marketing ROI
- increase call conversion
- create more meaningful customer interactions

**We can't wait to connect with you.**

