

DEES

Stand Alone Device



Call Queue & Announce



Up-Sell While Holding



Records All Calls



2 – 8 Phone Lines



Thousands Of Hours Storage



Manage Remotely



Daily, Weekly Monthly Reports by Email



Advanced Reporting Features



Ideal For Multiple Sites



Call Caddy

Telephone Line Call Queue, Announcement, & Call Recording System

The leader in cost-effective true digital call recording

Dees Communications Corp.

1-800-654-5604

www.dees.com

sales@dees.com

Telephone Line Call Queue, Announcement, & Call Recording System

Call Caddy is a powerful and flexible business tool designed to enhance customer care, increase sales and aid operational efficiency. Call Caddy is suitable for small businesses, branches of franchises and departments of larger businesses.

The professional-grade hardware and software solution works by answering incoming calls to deliver professionally created messages, then holding the caller until staff can answer.

Call Caddy's Call Recording and management features allow full control of telephone related operations, helping reduce lost calls, increase sales revenues and improve customer service.

Present a professional image

Managing clients at the same time as answering inbound calls is a difficult job!

Call Caddy answers calls with a professional greeting and offers callers the option to hold or leave a message. Waiting callers can choose relevant options, hear important information and carefully-worded messages, prompting them to ask for information when calls are answered. Callers can even breakout of the queue to listen to messages about products, services, directions or any information.

Calls may be recorded and reviewed to help staff training and resolve issues. Out of hours callers can leave a message or be given an emergency number. Call Caddy can alert staff that a message has been left via email or SMS (using our Web Services).

Call Caddy

- From 2 to 8 Analog Lines
- Unrivalled queuing, scheduling & call control flexibility
- After-Hours Message taking
- Call Recording with Storage on-site or in cloud
- Multiple programmable Ring Tones to phones
- Full browser based remote configuration
- Local and remote Call Management and Reporting
- Remotely configurable Message On Hold source
- Remote Live Monitoring from any browser
- Text Alerts to managers (out calls, grade of service etc.)
- Daily, Weekly & Monthly Reports by email
- Staff Grading with Reports



DEES

Up-Sell and Maximize Caller Revenues

Ringinphones mean sales and profits but during busy periods calls can be lost and staff have less time to up-sell.

Call Caddy is made for sales: handling calls, upselling specials and introducing new lines as well as encouraging the caller to hold for longer.

Message content can be pre-loaded and set to play on different days and times of day to maximize profitability. Calls can be recorded to help train and manage staff and resolve conflict. By managing calls in real time, human performance is boosted too

Call Caddy



Key Features

- 2 to 8 Lines Covered: Call Caddy is available in 2 & 4 line versions with the 4 line unit expandable to 8 lines.
- Service Modes: Up to 8 calls can be answered at once with a professional greeting and then queued, listening to further message programs. Internal phones can ring while a welcome message is delivered (Backup Mode) or after it has been delivered (Promotional Mode).
- Auto Attendant: Callers can use their keypads to access information. After playing the information the unit can then automatically queue callers, take a message, hang up or continue to monitor the line throughout the queuing phase. Looping allows callers to return to a menu and break-out to listen to other information or leave a message at any time.
- After-Hours service: Call Caddy enters night mode automatically at a pre-scheduled time to answer calls and play a message. It can also record a voice mail message and notify the user, or forward the recording directly.
- Call Recording: An optional service providing a strategic data-gathering and management tool. Call Caddy can also monitor calls locally or remotely to identify training requirements, resolve customer issues and train staff to recognize sales opportunities.
- Management Information: Call Caddy records data such as: how many calls are received per line, how long staff take to answer and how many calls are lost. This information enables clearer training, staffing and management decisions.
- On-Hold Messaging: If a phone system is present, Call Caddy will provide professional On Hold Marketing.
- Custom Ring Tone: Call Caddy provides a range of ring tones. These could gently inform staff that a call is waiting (e.g. hair and beauty salons where loud ring tones can annoy clients) and then become more insistent after a pre-set time.
- Call Grading - using the optional Cloud Services Package, managers can access recorded calls and use the Call Grading forms for employee evaluations and training

DEES

Complete Call Intelligence In The Cloud



Connect Call Caddy to our Web Services and unleash features that are only available on high-end call center systems. Whether you want unlimited secure storage, real time monitoring, detailed reports, agent grading or service level alerts, it's all there for a low monthly fee.



Device Summary - Site 1 Nottingham UK



Dashboard

A real time and historical view of the overall performance of your call recorder and phone answering.

Visual Reports

Graphical analysis of key performance criteria by hour of day or date with ability to side by side compare multiple sites.

Timed Reports

Daily, weekly & monthly reports delivered to you by email highlighting problem areas and how you can improve.

Detailed Reports

Drill down on specific call types and problem areas and highlight and listen to calls.



Message On Hold - Site 1 Nottingham UK



Message On Hold

Some of our call recorders are a source of message on hold too!

Numbers

Identify regular callers, long calls build a list of regular customers numbers and market SMS messages to them.

Staff & Grading

Set key telephone related performance parameters and grade and report on staff improvements.

Alerts

Set email and SMS alerts for important events such as a drop in the level of customer service or a disconnected line or your call recorder turned off!

It's All Part Of Our Service Plan

Our Service Plan protects your investment delivering continuous expert support, extended warranty, advanced warranty replacement, recorder upgrade (if you change phone system), plus a selection of our Web Services (with optional upgrade for the full Call Intelligence pack).

