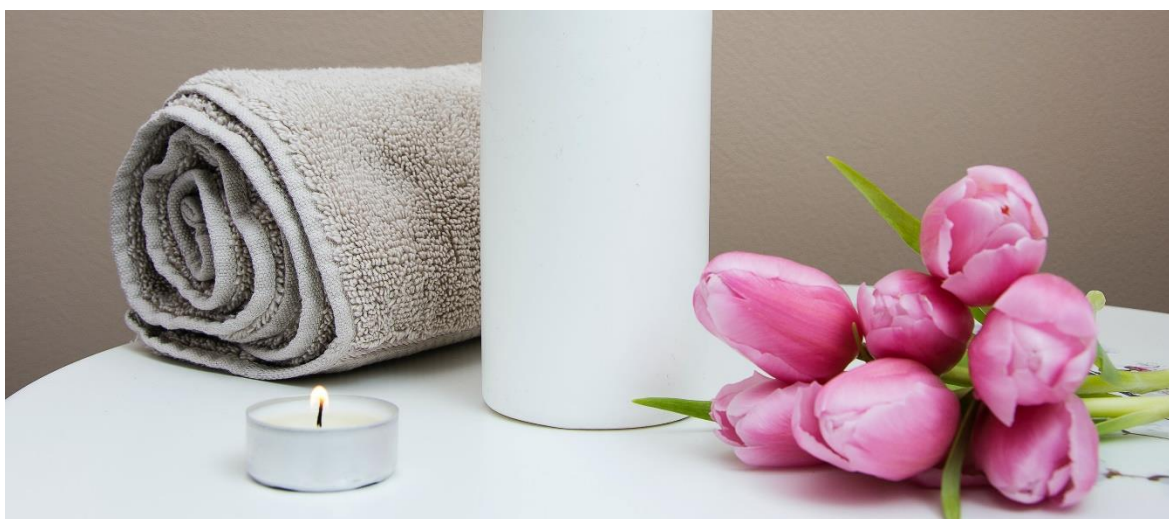


Ozonetel's Call Center Solutions Allow Salon's Agents to Remind Customers of Their Next Pampering Session



A salon/spa line provides personal grooming services and they understand exactly how important it is to pamper their customers whilst making them feel safe and comfortable. The staff members need to make sure that customers are ready and comfortable for their appointment by having a phone consultation before scheduling the service. Staff members build strong relationships with each customer and call them regularly to book appointments using our CRM integrated solution.

Challenge

A personal grooming salon's customers naturally prefer discretion and a high level of personal attention. When customers call to make appointments, they appreciate it if the staff is aware of their previous sessions and knows which technician usually takes care of their sessions. Repeat customers like to be reminded of discount offers and new services as soon as it becomes available. Salons need a contact center solution that could support these personalized interactions while deeply integrating with their CRM.

Solution

Proactive Personalised Support

Ozonetel's cloud solution deeply integrates with a spa and salon CRM solution. The system reminds agents when to call to repeat customers. Agents use click-to-call features directly from the CRM window and remind the customers of their next session. Thanks to our integrated solution, agents can securely view relevant customer information on their dashboard, this makes it easy for them to make recommendations while on the call.

All Activities Easily Logged & Tracked

Every call is tracked on a single platform and automatically logged into the CRM, making it easy to track, add notes, stay organized, and follow up.

No Infrastructure or equipment costs incurred

Ozonetels cloud solution does not require you to purchase new tools and spend time teaching your agents on how to use it.

Key Benefits

- CRM integration enables better customer experience.
- Effective appointment-scheduling
- 24/7 agent availability from anywhere
- 100% call tracking and logging
- Quick, Painless Setup

Favorite Features

- **Click to Call:** Lets agents call customers directly from their CRM window
- **Unified Window:** Eliminates the need to toggle between CRM window and phone dashboard
- **Screen Pop Integrations:** Displays customer information from CRM on the agent's screen automatically when calls connect.