

Real-Time Call Center Integration

KEY FEATURES

- Secure, real-time access to your facility's unit availability, rent rates, promotions and other important facility data via the Store Advantage or Store Enterprise application.
- Secure, real-time reservations and payments are automatically sent to the Store Advantage or Store Enterprise application via the internet.
- Priority notification of new reservations, and payments are immediately added to a facility's task list in Store Advantage or Store Enterprise.

KEY BENEFITS

- Increased productivity and effectiveness by ensuring timely and accurate availability of your facility's information to your call center.
- Bypasses traditional update methods that are cumbersome and costly.
- Enhances your customer's point-of-sale experience and increases customer satisfaction.
- Eliminates repetitive, manual entry of contact, reservation, rental and payment information into the Store Advantage or Store Enterprise application.
- Automatically alerts your facility's operator of new reservations, payments or other information captured by the call center.

Solution Partners

- ▶ Call MAXimizer
- ▶ PhoneSmart
- ▶ XPS Services

Our real-time call center integration can help you convert more leads into tenants with less hassle than ever before.

With intensifying competition in the self-storage industry, it's more important than ever to satisfy your potential customers. Call center integration can help you convert more leads into tenants by increasing customer convenience and satisfaction.

Convert More Leads with Professionally Trained Personnel

Call center integration provides potential customers access to representatives who have received special training in the self-storage industry. By integrating your call center via the internet to the Store Advantage or Store Enterprise solution, call center personnel receive immediate access to real-time information regarding rental availability and pricing. Accurate information helps your call center close the sale and increases customer satisfaction. Real-time information includes unit availability, rent rates, promotions and other time-sensitive information about your facility. If your call center services are provided seven days a week you can rest assured that your potential customers will always speak to a live representative.

To ensure top service, call centers continually measure their team's productivity, sales and customer satisfaction statistics. The net result is increased occupancy and profits.

Save Time and Money With An Integrated Solution

Integrating your call center's software with your facility's data via Store Advantage or Store Enterprise saves both time and effort for your self-storage operator. Real-time integration via the internet eliminates the need to manually input or update critical information needed by the call center.

IMPLEMENTATION

- Getting started is easy. All it takes is two simple steps.

1. First, contact your selected call center provider to initiate your service and integration within the Store Advantage or Store Enterprise application.
2. Second, call Centershift's Customer Service Team to sign a Centershift data access agreement. This allows us to provide your Store Advantage or Store Enterprise application's data to your call center.

SOLUTION PARTNERS

- With our industry leading partnerships, we are dedicated to providing the most innovative and secure self-storage solutions possible.

Call MAXimizer www.callmaximizer.com

Call MAXimizer, a technology-focused call center, began servicing the self-storage industry in April 2002. Call MAXimizer not only provides great customer service but also surpasses other call centers in their use of technology. Call MAXimizer currently provides call center services for over 1,300 facilities in 41 states and two countries.

PhoneSmart www.phonesmart.com

PhoneSmart was founded in the fall of 2000 to serve its parent company, StorageMart, and to offer off-site sales support to other companies in the self storage and property management industries. PhoneSmart has become an experienced sales support and training company, bringing impressive results to hundreds of client companies.

XPS Services www.xpsservices.com

XPS Services has been providing call center services for the self storage industry since 2000. XPS couples their sophisticated Customer Relationship Management (CRM) software and call center technology with professional, experienced reservation consultants.

"Our use of Centershift's call center integration service has improved our customer service levels, reduced the costs of keeping the call center updated and increased the number of qualified leads that we get in the form of reservations because the call center agents are getting real-time data."

Centershift Customer

"The high priority site task notification allows me to immediately follow up on the reservation and turn it into a rental. Plus, I don't have to reenter any of the tenant information—it's already in Store Enterprise!"

Centershift Customer

SOLUTION PARTNERS



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