"Agent productivity and efficiency have shown overall improvement"
-Neal

DOMINION OUTSOURCING EVALUATION

CallShaper has improved our team's productivity and efficiency. Our supervisors and managers regularly use the reporting features to drive sales. Key features like the API functionality, IVR, and flexible dialer logic have been particularly beneficial, especially for our outbound clients. We chose CallShaper for its sophisticated reporting, competitive pricing, and strong support. Since implementing it in early 2019, agent productivity has noticeably increased. The platform is easy to use and train others on, which sets it apart from other solutions. Overall, CallShaper has helped us manage agents more effectively, particularly through its real-time reporting and motivational tools like the points tracker. We believe businesses making outbound calls or handling marketing responses would greatly benefit from CallShaper.