



# Locator Automation



Our Locator application allows callers to access an electronic database of retail or wholesale locations where your products or services can be purchased. When a caller dials in, the service intelligently routes the call based on ANI, ZIP code, or some other search method. Locations can be prioritized by geography, product availability, or customized to meet specific requirements.

## Locator Automation

### Benefits:

- One Number Simplicity for Customers.
- Immediate Return On Investment (ROI).
- Automate repetitive calls (directions, hours of operation, etc.).
- Assures Customers will receive nearest location.
- Improve Contact Center Efficiency.

### Sample

### Industries:

*Restaurant*

*Automotive*

*Franchise*

*Retail*

*Banking*

*Travel*



# Locator Automation Reporting

Contact Automation offers a wide array of reporting options for your specific locator application. We provide multiple reports delivered in several different formats, or customized to meet your specific business requirements. Reporting is available 24/7 through our real-time web interface.

## Reporting Benefits:

- 24/7 analysis of reporting via the web (real-time availability of call detail).
- Individual store statistics such as number of calls received, zip codes used or area origination.
- Daily and hourly results.
- Trend Analysis.
- Identification of date, time and phone number calling a particular location.
- Centralized data storage for historical information.
- Customized queries.



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