

serverlogic

SchedulePoint™

Interactive Voice Response (IVR) Scheduling / Payment Processing Software

Doing business, better.



What if?

- ▶ Your customers were *automatically* called when merchandise comes in and needs to be scheduled for delivery?
- ▶ You could improve your customers' deliver experience while reducing costs?
- ▶ Customer delivery time windows were *automatically* and reliably scheduled?
- ▶ Your customers could pay balances online while scheduling delivery?

For many businesses, scheduling product delivery is a labor-intensive chore that creates bottlenecks and drains time, money and resources. **SchedulePoint™** replaces inefficient manual outbound calling with an easy-to-implement and cost-effective automated IVR solution.

With **SchedulePoint™** managing customer product arrival notification and delivery scheduling, you and your employees can focus on more important concerns – accelerating growth and profits.

Better Return on Investment.

SchedulePoint™ replaces the high costs and hassles of manual delivery scheduling with a more productive system that helps you move product faster and more efficiently than ever before. For example, if your business makes 60 delivery calls per day, you can save 16-24 hours of labor each day using **SchedulePoint™**.

SchedulePoint™ Integrated Voice Response (IVR) Delivery Scheduling Software	
>	Improves customer satisfaction
>	Removes your sales staff from the process of collecting money from customers
>	Reduces call loads and staffing requirements
>	Creates an error-free scheduling and delivery process
>	Increases warehouse space by accelerating inventory turnover
>	Increases cash flow by decreasing time between initial sale and final payment
>	Costs much less than competing IVR delivery scheduling solutions

Better Technology.

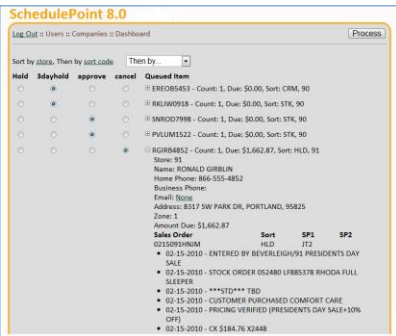
SchedulePoint™ provides all the advanced features furniture dealers depend on, including:

- ▶ A simple-to-use dashboard for processing calls
- ▶ A customizable control panel
- ▶ Automatic call status updates and daily status reports
- ▶ Easy integration with your existing business processes and back office systems
- ▶ Easy to install; integration is handled by ServerLogic, not your IT staff

Better Customer Service.

A customer's lasting impression of your company is shaped by their order pickup or delivery experience. While the errors and inconsistencies inherent in manual calling can disrupt customer service, **SchedulePoint™** provides customers with a positive impression through reliable, systematic and professional interactions that can increase your delivery success rate.

Customers appreciate the interactive features of **SchedulePoint™**, making it fast and easy to use. Timely automated calls announce product availability, delivery times, and balances due. This keeps your sales staff out of the collection process. Additionally, customers in need of personal assistance simply press a button to connect to a customer service representative.



Better Options.

SchedulePoint™ provides unique scheduling and payment features. With **SchedulePoint™**, customers can schedule deliveries and pickups over the phone or on the Web, and can also pay outstanding account balances online.



Since **SchedulePoint™** integrates with GERS/Escalate, Storis, Myriad and other back office systems; it knows product SKUs, shipping and treatment costs, as well as product location and shipping dates.

Features Matrix		SchedulePoint™
>	Automated inbound and outbound calling IVR	X
>	Notifies customer that their product has arrived	X
>	Presents balance due and payment options	X
>	Presents delivery schedule date and time windows	X
>	Allows the customer to schedule delivery online or over phone	X
>	Allows the customer to pay online or over the phone	X
>	Tracks call status in database	X
>	Provides easy-to-use dashboard status screen	X
>	Provides easy access to live Customer Service Representative	X
>	Integrates with GERS/Escalate, Storis, Myriad and other back office systems	X

Make The Right Call!

Make your business better – and more profitable – than ever before. Call us *today* at

503-416-3110 to schedule a product demonstration or visit us at <http://schedulepoint.serverlogic.com>.

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