



CENTRALINISTA VIRTUALE

When you don't miss any calls...
you don't miss opportunities!

Nice to meet you. We're MasterVoice



 **16 years**
of constant development

MasterVoice designs and develops solutions aimed at optimizing the innovation process.

 **more
than 60**
programmers

MasterVoice is the ideal choice for those who want to rely on a reliable and dynamic partner for their digital transformation.

 **+300%**
turnover since 2016

MasterVoice's mission is to create technological innovation that anticipates market needs and boosts your business' productivity.

 **400,000**
satisfied users

VOIP PBX and UC suite:
voice, video and data
with a single interface.



Unanswered calls?



Handling phone calls with an operator or a traditional auto responder is not always the best way to meet your customers' needs. Why not?

- ⚡ Someone who calls at **peak hours** will most likely find the phone line **busy**.
- ⚡ If a customer calls **when the operator is not there**, they will not receive any answer. They will only hear **the phone ringing off the hook**.
- ⚡ Someone will always call **outside of business hours** (and no one will pick up!)
- ⚡ Listening to, transcribing, and sorting voicemail messages is a task that takes **time and effort** and is subject to **errors**.
- ⚡ Missed calls and mishandled requests mean **missed opportunities for you**.



What do we guarantee?



Callers want their requests to be fulfilled in the best way possible.

Your customer expects:

- ✓ To receive a **clear and rapid response**, without anxiety-inducing wait times or busy lines
- ✓ to talk to someone who **understands their needs** and can help them meet those needs
- ✓ to solve their problem **at any time** when it is most convenient and without time limits



The solution? MasterVoice's Virtual Receptionist

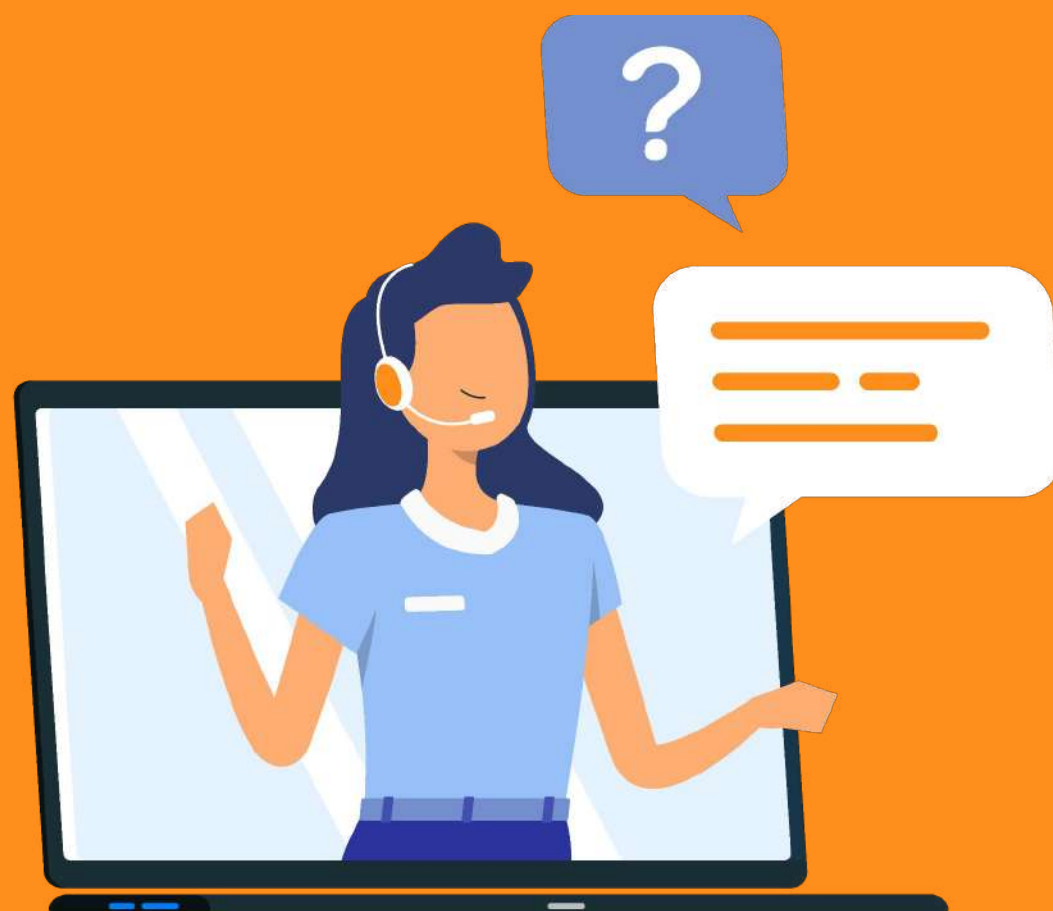
Integrates with any phone
system, automatically handles
all calls.

24 hours a day, 7 days a week.





Always responds, handles all requests



The **Virtual Receptionist** is MasterVoice's innovative **artificial intelligence system** applied to business telephony. It **automatically answers** all incoming calls and sorts them according to your needs, **24/7**.

Maximum flexibility

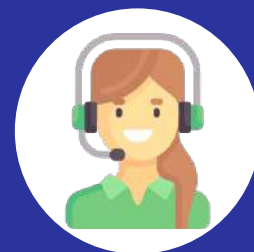
- **Integrates** with any existing telephone solution used by your company
- Can be quickly and easily configured to meet your needs

Zero missed calls

- Handles all requests **even out of business hours**.
- Helps you manage incoming calls and not miss any, **even at peak times**



How does it work?



1. **Welcomes** the caller with a computerized voice chosen by the user.



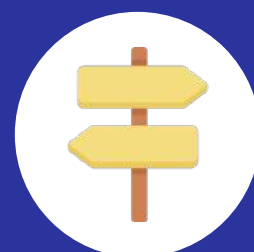
2. **Understands** the caller's verbal request and understands who they want to talk to.



3. **Contacts** the desired person at the associated extension or, if available, at their personal cell phone number.



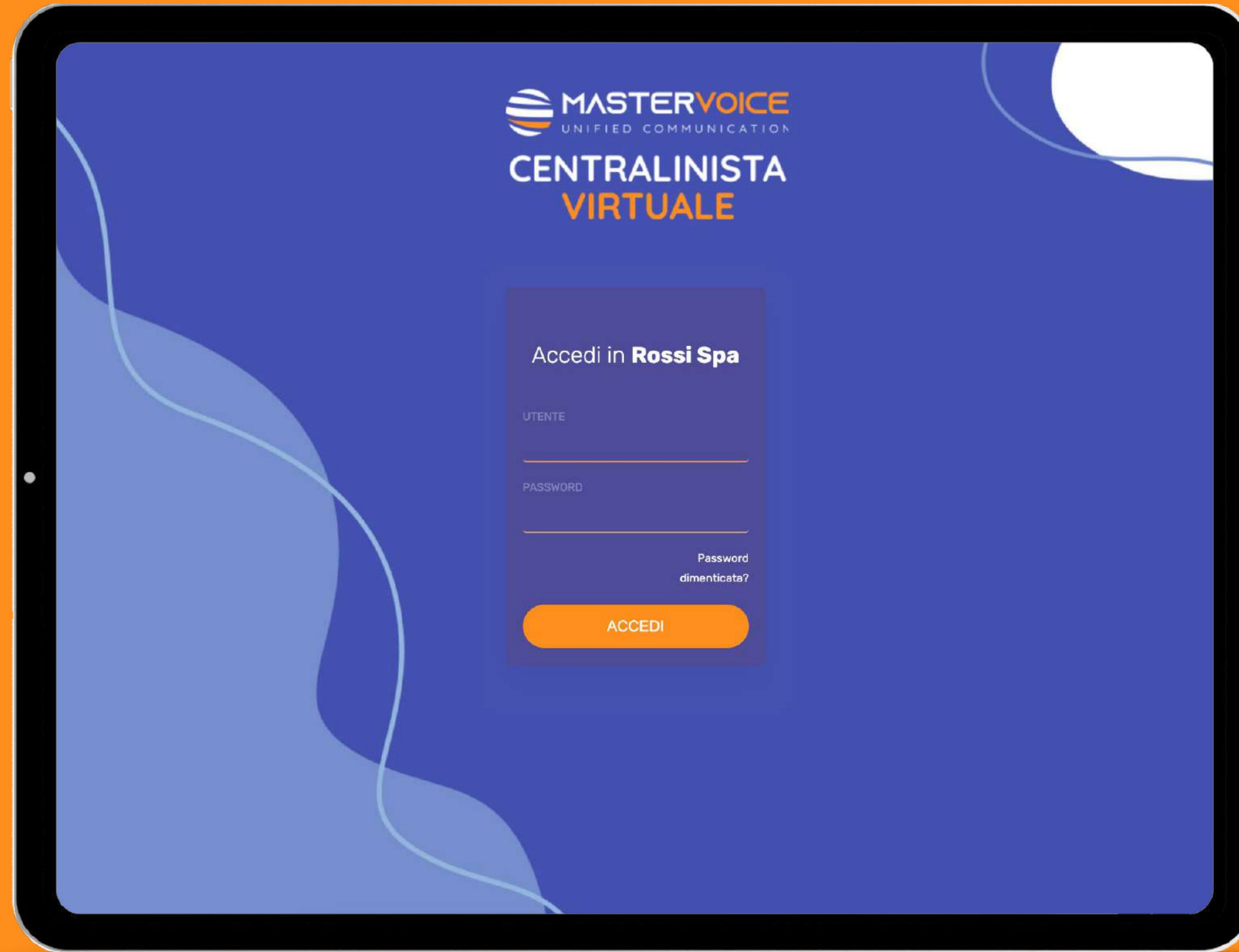
4. **Inquires** about the availability of the desired extension and understands the verbal response.



5. **Communicates with the caller** and, based on the response received, either forwards the request or assists the caller in ending the call.



Access
anywhere,
from any
device

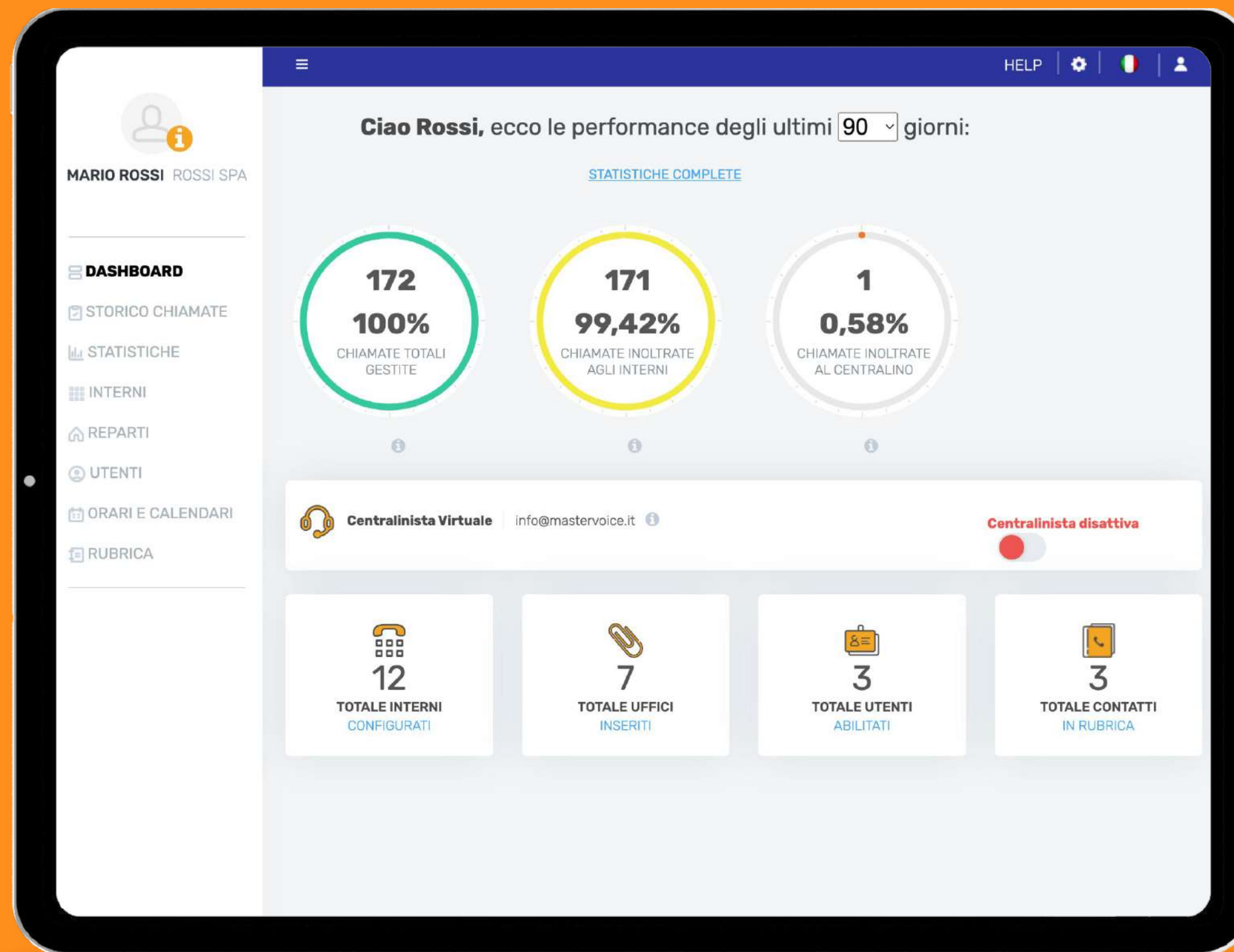


You don't have
to install any
software.

**Access via
browser**, from
any operating
system or
device, desktop
or mobile.



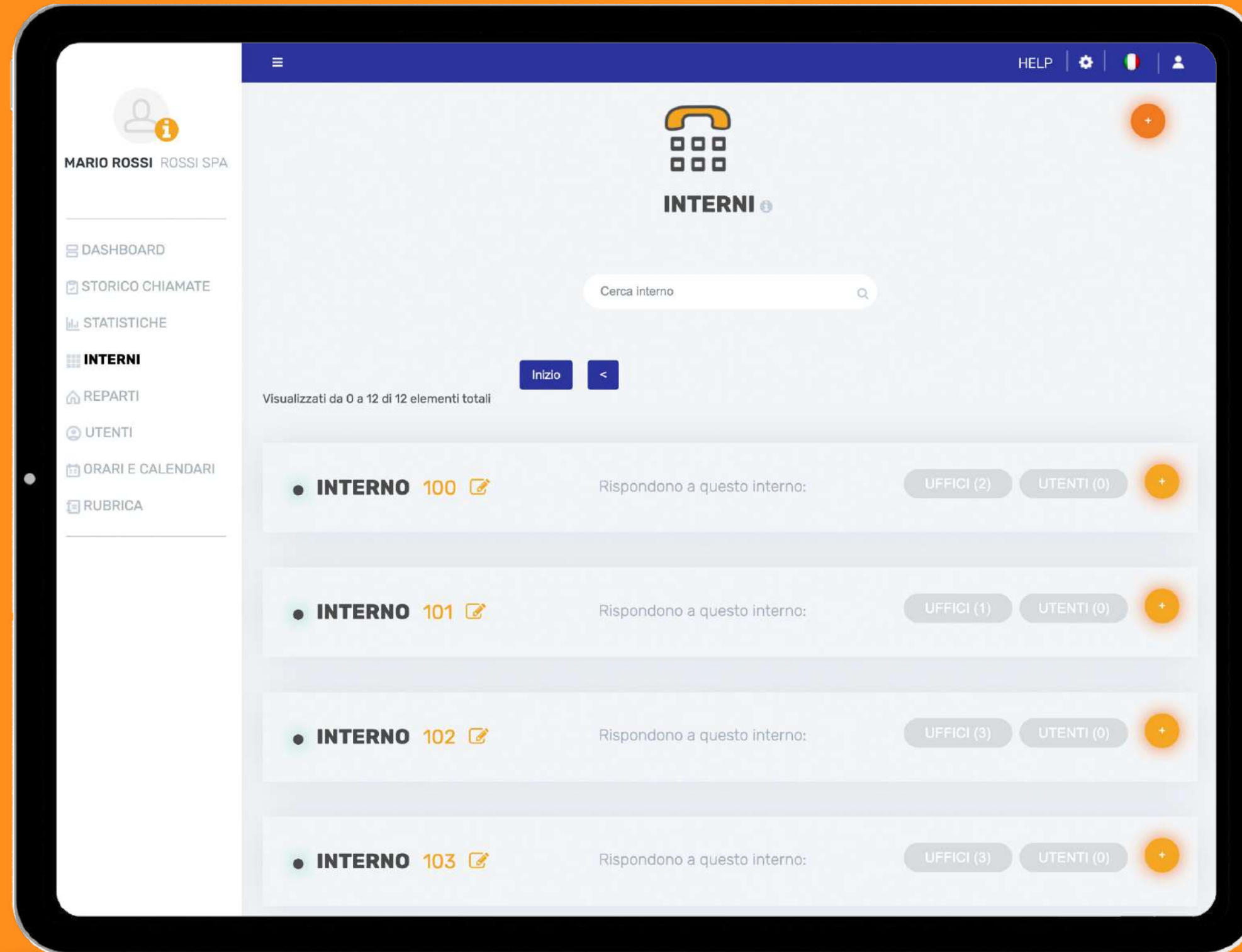
Personalize
your system,
and keep
everything
under
control



Through the web interface, you can **set up and manage** the Virtual Receptionist in accordance with your needs



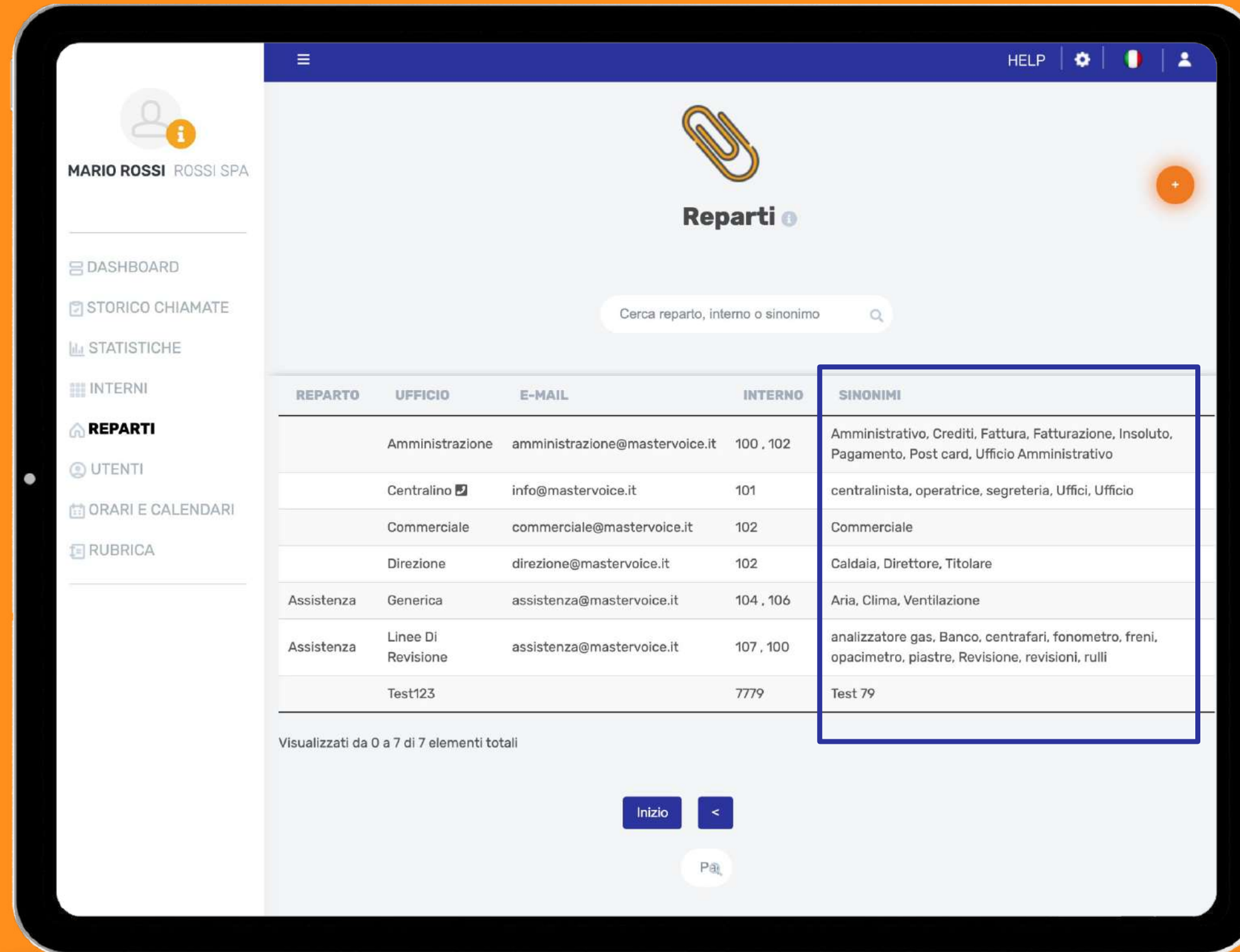
You decide how to direct calls



By setting extensions according to your needs, **calls are routed** directly to the appropriate offices.



Easily
recognizes
the office
your
customer is
trying to
reach

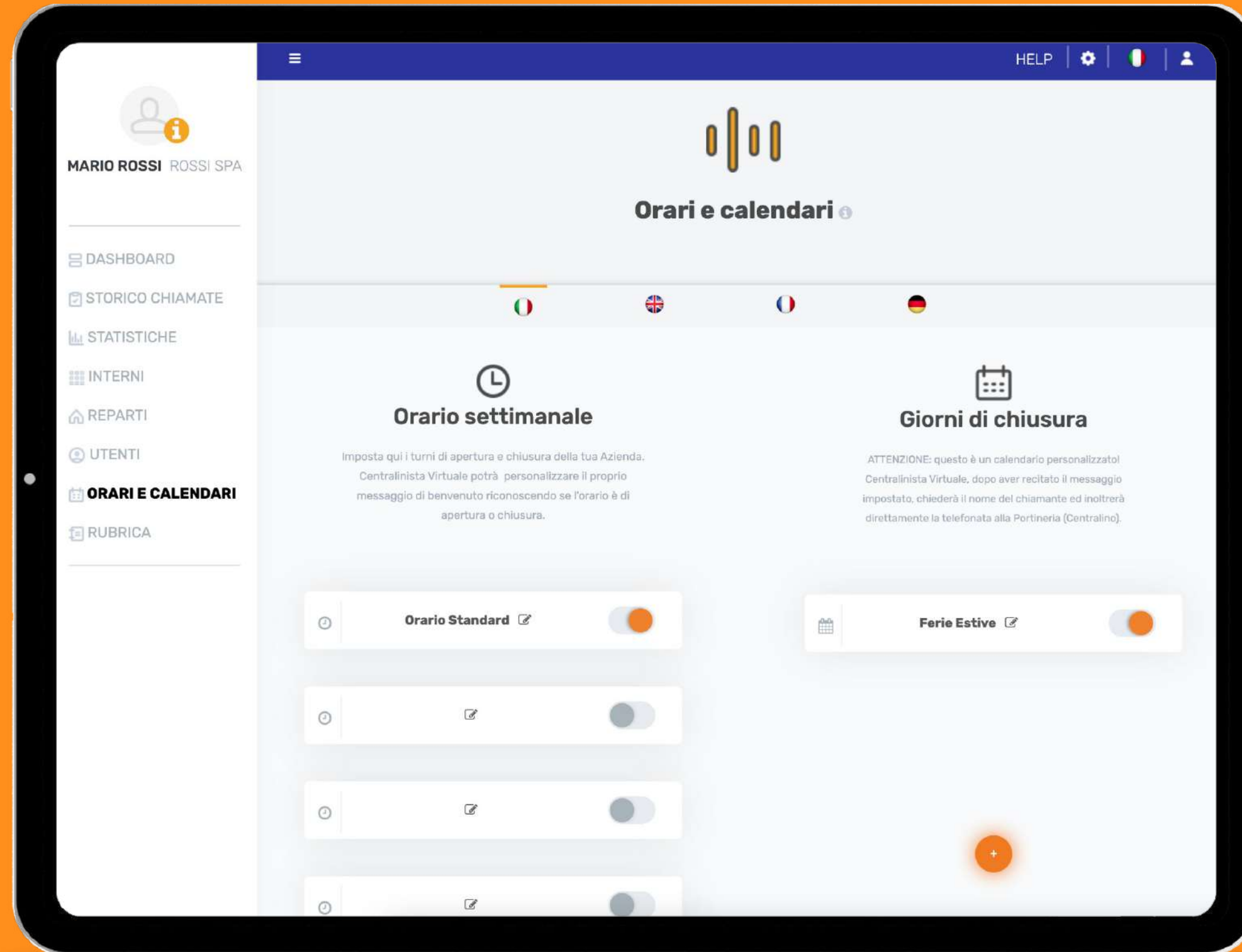


Link
identifying
terms to each
office.

The Virtual
Receptionist
recognizes
them and
transfers the
call to the
corresponding
extension



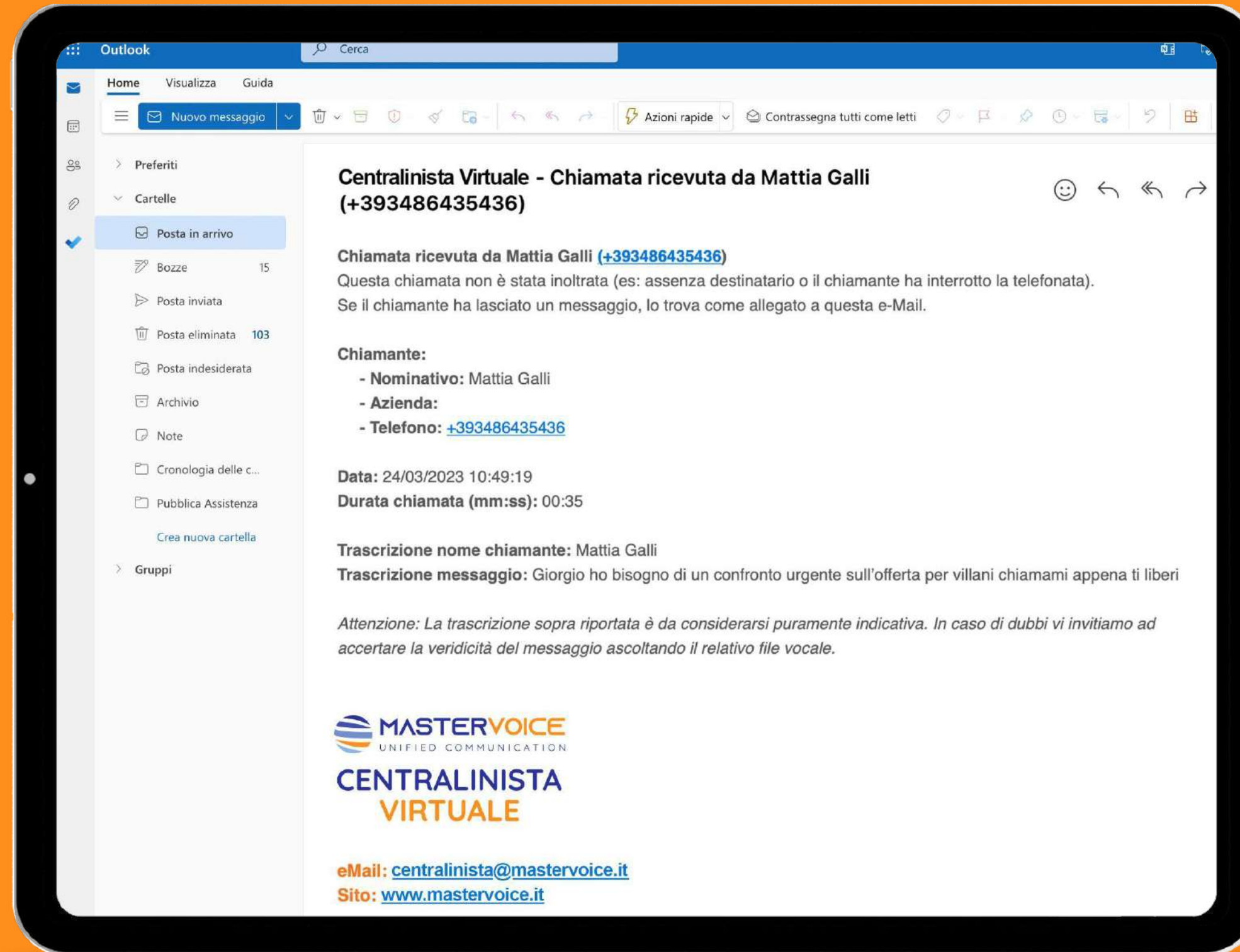
Never miss a
call, even
when the
office is
closed



By setting
your opening
hours and
schedule, you
can customize
your welcome
message and
**handle
incoming
requests even
out of
business
hours.**



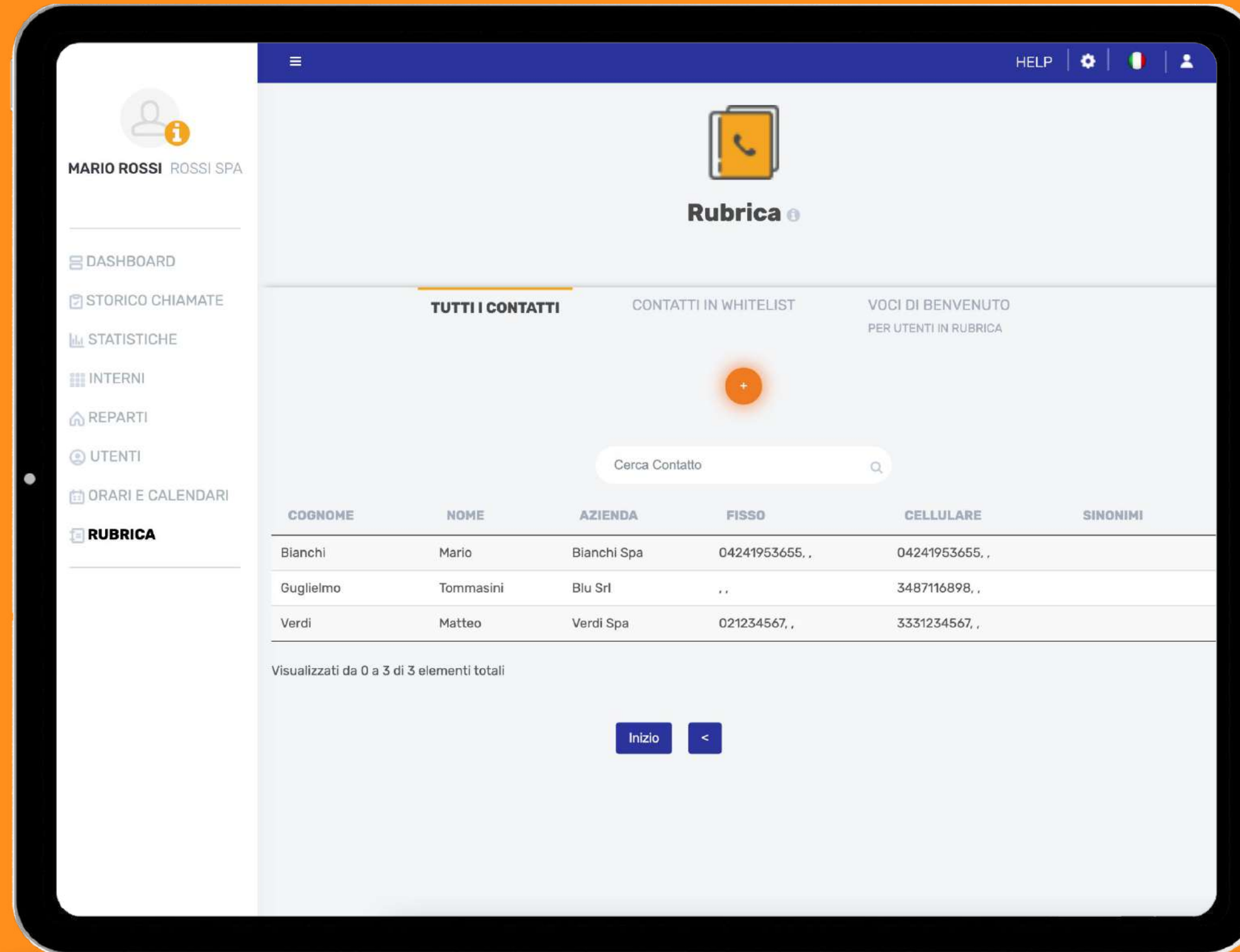
Receive
email
transcripts
of voice
messages
left by
customers



If the business is closed or the desired extension is not available, the Virtual Receptionist **transcribes the caller's message and emails it** to the appropriate office.



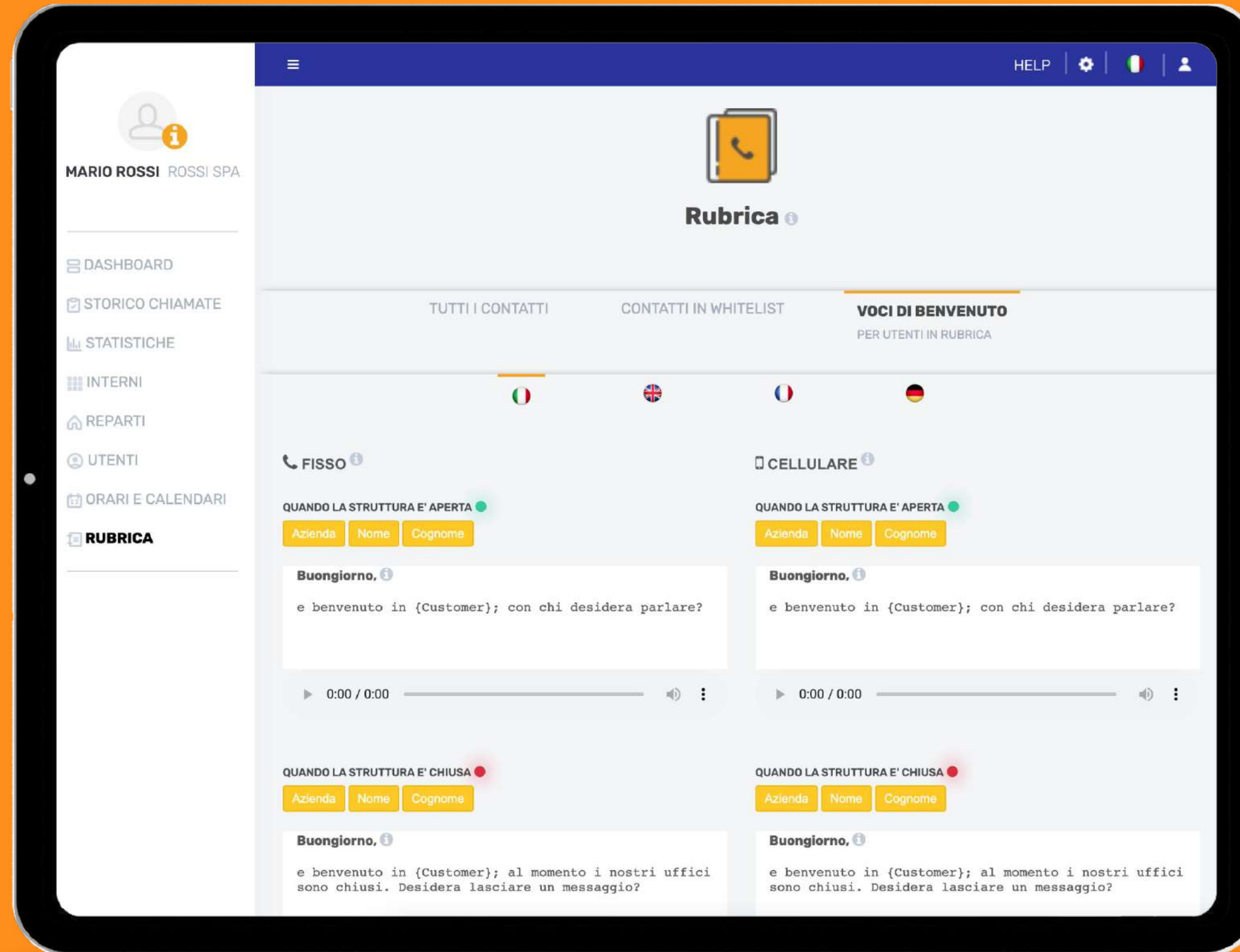
Personalize the customer experience



The Virtual Receptionist recognizes incoming calls and **greet**s customers by name.



Personalize the welcome message

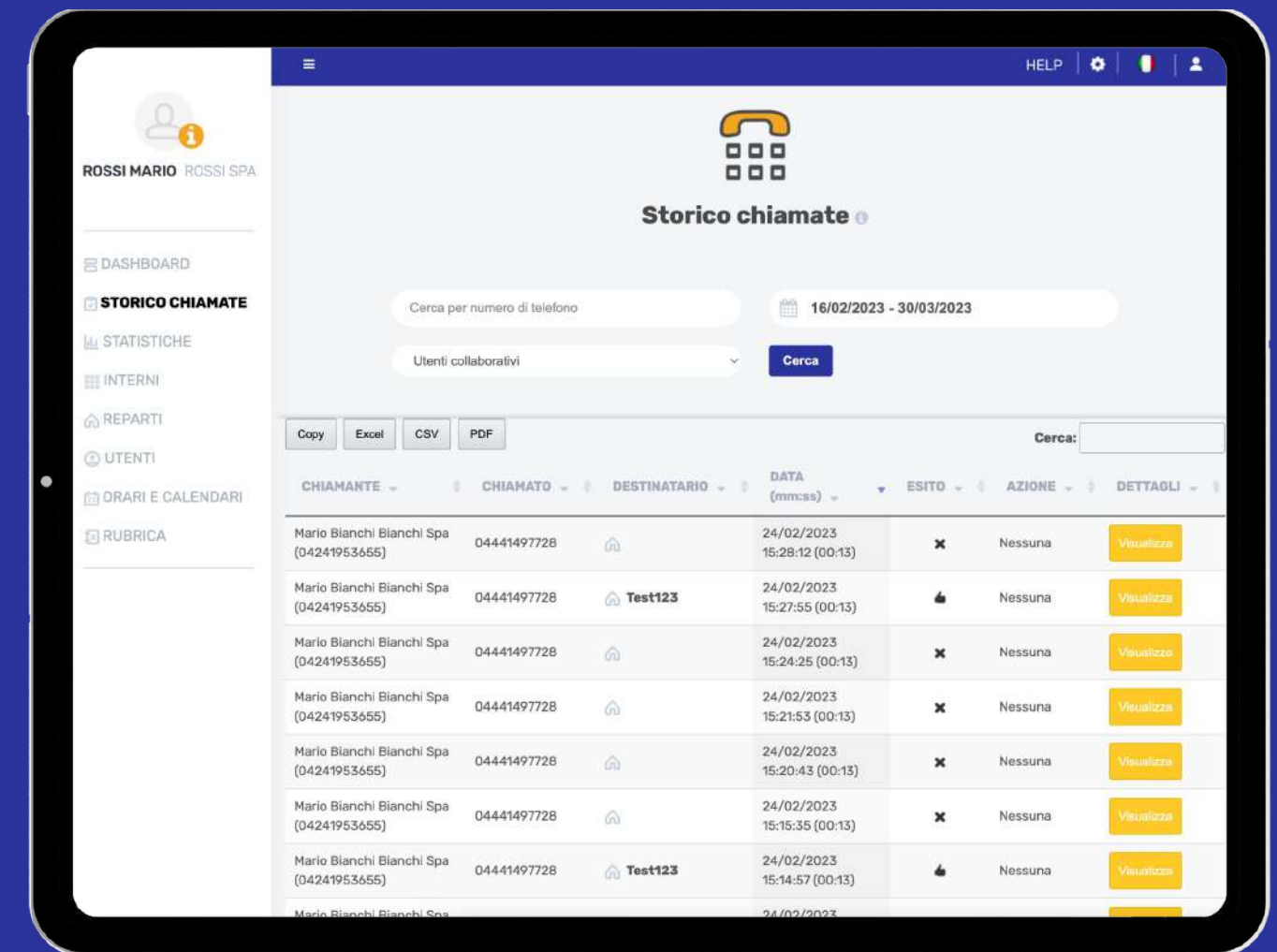


You decide
how to
customize the
replies.

The Virtual
Receptionist
will say what
you want,
based on your
needs.

Features

- Answers all phone calls, **24 hours a day, 7 days a week**
- **Greets the caller by name** if the contact is in the address book, or asks for first name, last name, and company
- **Understands the caller's name** and communicates the identity of the caller to the extension, waiting for forwarding confirmation
- **Integrates** with any existing telephone solution used by your company
- **Recognizes international calls** and customizes the answer according to the desired language
- For each unanswered call, **takes note of the message, transcribes it** and sends the transcript via email





Smart setup

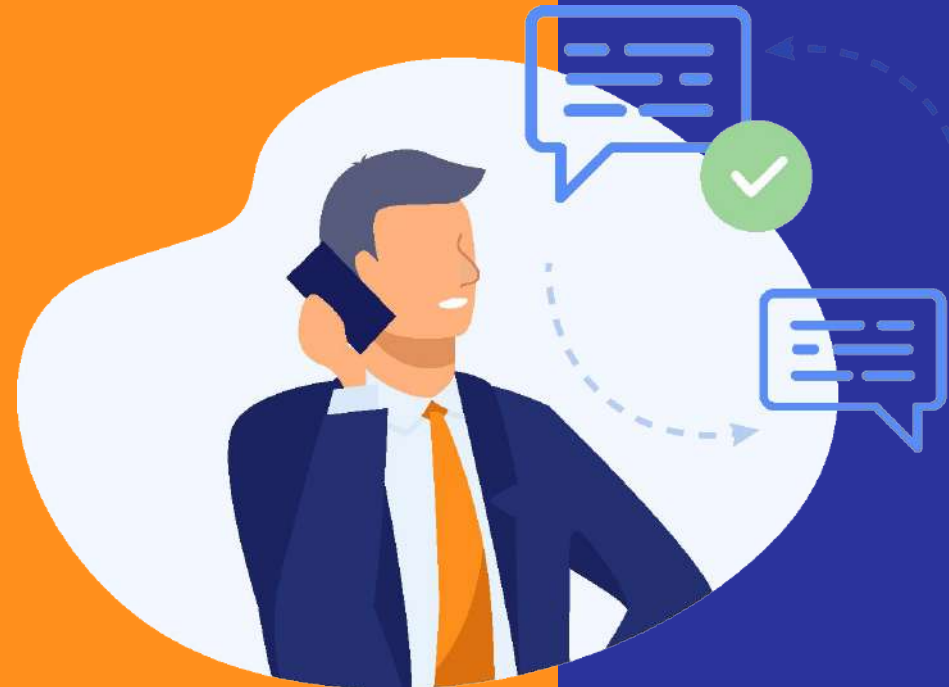


Can be provided without requiring any special interaction with the end user. This makes setting up quick and easy, even in companies with hundreds of users.



What are the advantages?

A more efficient switchboard means more satisfied customers!



MORE ENGAGEMENT

Improves customer experience through personalized messages and more natural dialogue.



BEST SERVICE QUALITY

Supports the work of back office operators by avoiding fatigue, slow rhythms and transcription errors.



Churn rate <1%



Find out what our
customers say about
www.mastervoice.it

Thank you!



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