

# VoCoVo

Supercharge customer engagement with Call Points

## Call Points – Technical explainer

Empower customers to ask for help when they need it, with our Call Points.



### What is a Call Point?

Call Points enable a two-way conversation from any location in store.

Customers can press for assistance, accessing our wireless calling system to interact instantly with a colleague.

### Features:

- Lightweight (360g with battery)
- Range up to 300ft
- Battery life of up to 90 days
- Easy to relocate

VoCoVo Call Points are designed to work along with your existing ecosystem. They combine with the VoCoVo Controller, allowing customers to request help from a specific location.

### How it works

Call Points operate simply, so they're easy for customers to use. One button, centrally located, says 'Press for Assistance.'

By touching this, customers immediately generate an audible message to colleagues via their VoCoVo device. This message also states the location of the customer.



Easy to install and scalable for your business



Doesn't depend on your internal Wi-Fi



Secure, thanks to our digital radio frequency

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## Customer use cases:

Our customers Wickes have implemented Call Points in their stores. One of our global fashion retail customers has installed Call Points in their unmanned jewellery departments, because of the increase in sales from trials.

By allowing areas to be monitored remotely, Call Points free up colleagues to work on other tasks. The data generated also allows businesses to measure store performance and response times.



- Wickes added Call Points during the second phase of implementation, to enable customers to speak with colleagues from around the store.
- Supermarket retailers have used Call Points for their internal and external Click & Collect desks, enabling these to be unmanned. Other grocery partners have used them to unman customer service desks, or in high value areas.

## Results

The benefits of our Call Points were quickly felt by colleagues and customers.

-  Flexible staffing
-  Walking less to find answers
-  Greater interaction with customers
-  Customer queries answered remotely
-  Two-way conversations with customers

### Smart technology for better customer experience

VoCoVo can transform the way you engage with customers. Speak to our team today about upgrading your ecosystem with Call Points:

### Plan ahead for 2021 with VoCoVo

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