

# Alliance and Infiniwiz



## Issue

Infiniwiz found that if callers were calling during peak times, and all in house staff was occupied, the caller would not leave a voicemail regarding a question, concern, or case. This meant that Infiniwiz wasn't always able to triage issues or answer sales questions immediately.

## Action

Infiniwiz decided to look into an overflow answering service, allowing for calls to be answered regardless of how busy their in-house team was.

They have seen multiple benefits from this partnership.



## Impact

Infiniwiz has seen a higher retention of clients, as they're always being answered by an Agent. Their staff has been less stressed, as they get all the information they need when on-call, and an increase in revenue, because no calls are being missed. Win-Win-Win!

