



# V-FORMS

DATA CAPTURE BY VOICE

V-Forms allows callers to “fill-in” forms, questionnaires and request information by simply speaking their details, and is available 24/7.

An automated solution, V-Forms reduces resource levels during peak times enabling Agents to deal with higher value calls rather than routine data capture such as taking names and addresses.

Completed forms can be transcribed by multiple Agents during quiet periods or processed by home-workers. Full analytics available via a secure web portal.

V-Forms can be integrated with your back-end systems, databases, CRM and other third-party tools.

## PERFECT FOR HIGH CALL VOLUME CAMPAIGNS

V-Forms is ideal for companies running advertising or brochure request campaigns and competitions, where high call volumes are expected and also offers fully automated management reporting.

Customers can take part when it is convenient for them, and all done quickly. Results updated in real time, and easily accessible results for the business to see via a secure web portal.

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## RUN MULTIPLE CAMPAIGNS AT ONCE

Adaptable, flexible and scalable, V-Forms enables you to set up, run and manage multiple campaigns simultaneously, designed with different questions based on which campaign number was dialled.

V-Forms is the perfect solution for A/B testing, and promoting a vast array of products and services. And a great way to insight into what customers want.

## DESIGN. CONFIGURE. MANAGE

You can easily design and configure each individual campaign.

Determine whether callers have to answer all, or a minimum number of questions for the enquiry or request to be processed, by setting the threshold. And whether the caller response will be spoken, DTMF (touch-tone), or a combination of both, and much more.

Completed forms can be transcribed by multiple Agents during quiet periods making fantastic use of their time, and is a perfect solution for companies utilising the services of home-workers.

Alternatively, we can add in an automated transcription service to do it for you.

## KEY FEATURES & BENEFITS

- Run Multiple Campaigns Simultaneously
- Free Up Agents to Deal with High Value Calls
- Increase Availability to 24/7
- Easy Design & Configuration
- Set Answer Thresholds (Minimum/All)
- Full, Customised Reporting (MI)

## REQUEST A DEMO. DISCOVER MORE.

We've a full brochure detailing all V-Forms' features, functionalities, and how it works.

To get a copy, or to see it in action, call us on 0333 566 0000 or email [maxine@maxnet.co.uk](mailto:maxine@maxnet.co.uk).

Alternatively, you can chat to us on a Live Chat via our website [www.maxnet.co.uk](http://www.maxnet.co.uk)



# ABOUT US

We're Maximum Network Solutions. We've been designing and developing Contact Centre Software, Customer Engagement & Customer Experience (CX) Solutions for businesses around the World for over 25 years.

Technology that makes life easier for your Agents and customers. Solutions that make servicing customers better on your pocket across all channels and media.

Established in 1995, and with our Head Office in the UK, we deploy our solutions around the World with a local approach, a personal touch. And we support our global clients in exactly the same way, 24 hours a day, 7 days a week.

We've helped world-renowned clients across a wide range of industry sectors from banking, insurance and financial services, to travel, leisure and tourism, through retail, security, automotive, construction and logistics.

We work with and have developed solutions for IT and Technology companies including Avaya, Cisc, Mitel and Capita.

Vendor Agnostic, our CX applications and solutions are designed to wrap around leading digital experience and communication platforms, and telephony systems - in the Cloud and on-premise.

# CONNECT WITH US

By phone: 0333 566 0000

Live Chat: [www.maxnet.co.uk](http://www.maxnet.co.uk)

email: [kate@maxnet.co.uk](mailto:kate@maxnet.co.uk)

LinkedIn: [Maximum Network Solutions](#)

# NEVER HEARD OF US?

With over 20 years experience in the industry, we've helped some very well-known clients across a whole range of sectors.

World renowned businesses like Marriott International, TNT, Fedex, XPO Logistics, Citigroup, Verifone and G4S.

