

Orchestrating a brighter world

NEC

# 5 STEPS TO A MORE PROFITABLE ESTATE AGENCY

A background image showing three business professionals in an office. A man in a suit is on the left, looking at a laptop. A woman with blonde hair in a bun is on the right, also looking at the laptop. Another man is partially visible in the background. The image is overlaid with several text boxes.

**CONSTANTLY MOBILE STAFF**

**MULTIPLE COMPETITORS**

**ONLINE VENDORS**

**DEMANDING CLIENTS**

**TENANT DISPUTES**

**A Challenging Industry!**



1

# BETTER MOBILITY

# BETTER MOBILITY 1

## Be 'in' when you're out

- > **Mobile Extension** - stay reachable while on property viewings
- > **BYOD**
- > **Single number reach**
- > **Call recording**



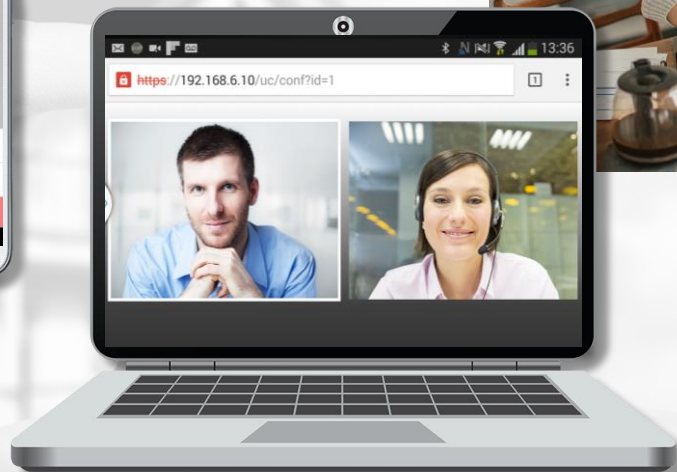
**Don't miss that crucial call!**



# BETTER MOBILITY 2

## Working from home?

- > No problem!
- > **Mobile Softphone Application** – WiFi calls & more
- > **InUC** – cost-effective video conferencing & collaboration



**Stay reachable and responsive from the home office!**

**2**

# **BETTER CUSTOMER SERVICE**

# BETTER CUSTOMER SERVICE 1

## A missed call can mean missed business...

- > Reduce abandoned calls with **call overflow**
- > Follow-up abandoned calls with **NEC's Call Management Software**



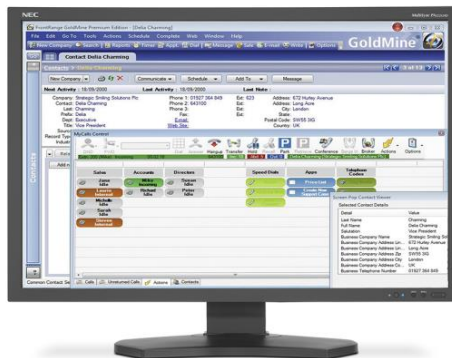
**Stop losing business!**



# BETTER CUSTOMER SERVICE 2

## Add a personal touch

- > Automatic **screen-pops** of caller details
- > **Greet** your clients by name
- > **Speed** up your enquiries



**Create a warmer customer experience!**



## Find the expert – Quickly!

- > **Routing** calls intelligently to the right person an essential
- > NEC's **Hunt Groups** are effective & flexible
- > **Skills Based Routing** for larger organisations



**Improve customer service levels, sales conversions & more!**

# BETTER CUSTOMER SERVICE 4

## GDPR Compliance

- Estate Agents deal with **extensive** customer base
- **'The right to be forgotten'**
- **Remove Personal Information** feature



**Makes GDPR compliancy easier!**



**3**

# **INCREASE YOUR PRODUCTIVITY**

# INCREASE YOUR PRODUCTIVITY 1

## Keep your callers informed

- > There's a faster way to give callers the information you need them to know
- > With **Information Messages** before a call is put through, many frequent enquiries are answered



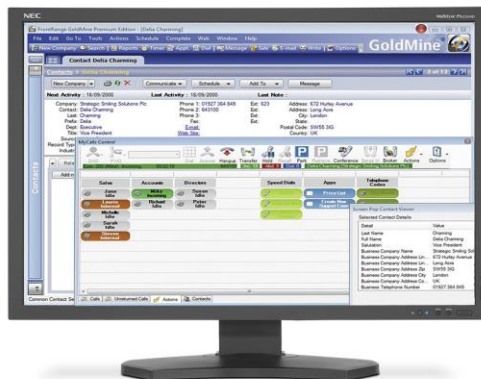
**Reduce your call traffic!**



# INCREASE YOUR PRODUCTIVITY 2

## Speed up your communications

- **Single touch transfer** for slicker call control
- **Broker Feature** – toggle calls between client / solicitor / vendor



**Slicker call control**

**4**

# **CONNECT YOUR BRANCHES**



# MULTI BRANCH CONNECTIVITY 1

## Joining forces

- NEC's **Netlink**
- Connects communication of **multiple** branches
- Lower **costs**
- Increase **efficiencies**



**Are you duplicating your communication costs?**



# 5 SAVE MONEY



# SAVE MONEY 1

## Are you using **ALL** your telephone lines?

- > Could you be spending money on phone lines that you **don't need**?
- > With **Call Management Software** you can identify any unnecessary lines your business doesn't simply doesn't use



**Don't pay for what you don't use!**

# SAVE MONEY 2

## Avoid costly disputes

- Record and archive all calls using **NEC's Call Recorder**
- Any disputes concerning **verbal agreements** made with a caller can be avoided



**Save yourself time, money & hassle!**



# THANK YOU