

Vocovo

Transforming businesses through
the magic of voice



VoCoVo is an innovative DECT communication system which transforms business through the power of voice. Their team communication solutions improve efficiency, drive sales and enhance business operations by instantly empowering and connecting colleagues.

The result: a revolutionised customer experience.



VoCoVo "GO" System

Designed to work out of the box, connect up to 29 headsets to one base unit and experience instant team communications. Comes as standard with one base unit, 5 headsets and one multi-charge rack.



VoCoVo "CONNECT" System

Take team communications to the next level by connecting more users and integrating handsets, call points and key pads. Comes with VoCoVo's controller box for key pad and call point integration.

Drive business growth with team communications



Increase sales & profit



Boost efficiency



Rapid ROI



Unbeatable customer experience

Whether you're looking to improve efficiency, save money, better serve customers, or help staff feel more connected, VoCoVo solutions make it happen. VoCoVo is a modular solution, allowing you to add new business communication handsets as your business grows.

The integration with other VoCoVo products, such as CallPoints and KeyPads, allows staff to hear and respond to messages such as 'customer assistance required in click and collect' or 'pricing enquiry at checkout six'. Their handsets can also integrate with telephony, allowing employees to take calls outside of the office.

The “VoCoVo” effect

VoCoVo is the leading technology partner to deliver innovative team communication solutions that improve efficiency, drive sales and transform business operations.

VoCoVo solutions empower colleagues and enhance the customer experience through instant, reliable and flexible voice communications.



82%

of colleagues were able to help customers quicker



335km

less distance covered per annum on average



100%

increase in confidence that staff could help



516 hours

saved on average per store based on efficiency of tasks



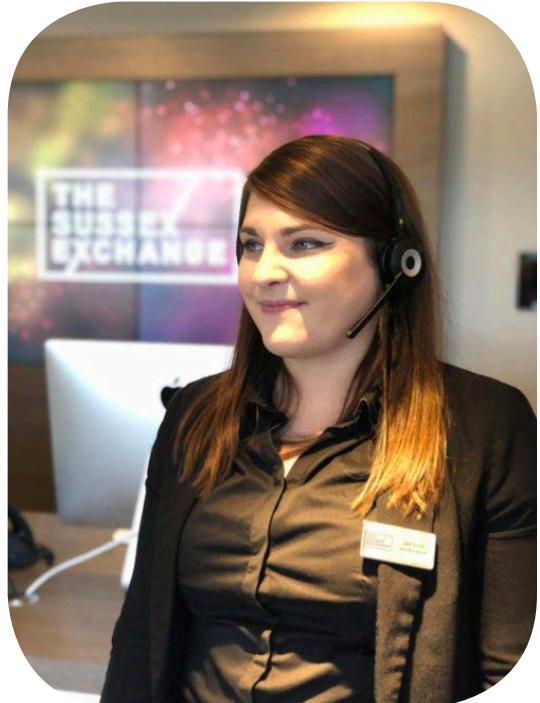
Case Study: The Sussex Exchange

The Sussex Exchange (TSE) came to VoCoVo in search of a robust communications solution capable of transmitting their ‘efficiency’ ethos into the day-to-day operations across their events space, restaurant, and cinema auditorium.

TSE always look to future-proof their operations in order to prevent issues while staying agile when facing the challenges presented by the **range of environments and varied floor plans at their site.**

Despite the elaborate TSE environment, a relatively simple install of VoCoVo’s flagship solution proved sufficient to cover all requirements. Serving up to 29 headsets via a single base unit, the **VoCoVo ‘GO’ System** delivers crystal clear duplex communication with ‘push-to-talk’ speech for brief communications plus a three-minute ‘talk lock’ function for prolonged dialogue - perfect for multitasking and discreet, on-the-go voice interactions at a distance.

The result of all this...? Seamless workflows and a productive fluidity that underpins service delivery throughout the different components of conferencing, dining and leisure events that TSE combine so uniquely and with pride.



“This is the best thing ever, I don’t have to run around and leave my area to find people all the time”

Manager - The Sussex Exchange

~~~~~ Transforming customer experience with VoCoVo

These VoCoVo users are already amazing their customers with an un-parallelled in-store experience.



"We are **really impressed** with the quality of the VoCoVo headsets. **Costs have been reduced** as we no longer need to replace parts so frequently."

Paul Cannon - **Head of Retail IT**



"**Colleagues loved the headsets**, which enabled them to better connect to their team, customers and operations. The system is now a **mandatory part of the uniform** across 2,600 stores."

Dave Tyas - **Retail Change Lead**



"**This system worked fantastically** at our Jack's stores. It was **integral to the business model of our stores**, and we would thoroughly recommend VoCoVo for running an efficient operation."

Andy Newbould - **Technical Programme Manager**

Speak to us today to find out how you can help your customers connect and empower employees **through the magic of voice**.