TechnoCom™
LOCATION PLATFORM

Streamline Operations and Increase Efficiencies

Improve quality of service, automate call routing and help callers find the nearest with TechnoCom Location Platform™. The Platform enables nationwide cross-carrier reach to virtually any device with comprehensive location, messaging and privacy controls. Using TechnoCom's cloud-based, high availability web services platform, businesses can quickly deploy pervasive location-smart programs.

Save Time Locating Callers to Cut Costs and Increase Customer Satisfaction

TechnoCom Location Platform enables call centers with automated nationwide caller location resulting in cost savings, operational efficiencies and enhanced customer service. Reduce costly mistakes and operator time by optimizing calls with instant and automated caller location insight. Effectively route calls from central numbers to the nearest service point and determine whether the call is mobile or landline, to offer targeted services. For example, mobile callers may benefit from a follow-on SMS with details regarding their call inquiry delivered through TechnoCom's comprehensive location and messaging platform. Eliminate the time and human error in obtaining the caller's whereabouts to realize operator cost savings and improve customer satisfaction.

Real-time Benefits for Call Centers

Whether providing service response, call routing or post-call analytics and follow-up, TechnoCom improves the bottom line of call center operations and increases customer loyalty.

- Reduce the cost of operator time by automating location determination
- Reduce human error by removing the need for operator to manually input the address
- Route calls to the appropriate regional call center to optimize operations and workflow
- Communicate and post- call follow-up with real-time alerts
- Increase customer satisfaction by reducing the call duration and minimizing abandonment rates
- Obtain phone location when caller doesn't know their location
- Integrate and deploy quickly and easily to optimize existing call flow

LocationSmart Features

Put TechnoCom Location Platform to work for your business and recognize the benefits of integrating location intelligence into your call flow.

- Cross-carrier access to mobile and landline devices
- Device location both in-call and out-of-call
- Two-way messaging for geo-targeted communications
- Privacy controls for on-demand, subscription and account holder services
- Multi-modal privacy controls via SMS or IVR
- Mapping, geo-coding and reverse geo-coding
- Points of interest and value-added business data
- Onboarding and carrier certification services
- High-availability system and 24x7x365 support

Immediate and ubiquitous nationwide caller location knowledge provided via TechnoCom Location Platform simplifies the call flow and optimizes in-call time to provide superior service and value-added promotions.