

A Saved Account

“A good customer recently phoned and threatened to stop doing business with us because he understood that we had promised a delivery date and he lost money when the delivery was late by several days. A review of the actual telephone call proved that the customer’s purchasing department had forgotten to order the product on time. Our employee was vindicated and the account was saved when we e-mailed the logged recording for our customer’s review. This, of course, could have gone the other way with our employee being at fault – but at least we would have been able to ascertain the truth and been able to deal with the problem accordingly in an attempt to save the account. Now, more than ever, we appreciate our VOIJAVU™. Thank you, VoiceLogger SA!”