

Appointment Confirmation with SMS!



Duravit in Egypt turned to ATSI and Quescom for improving their customer service and reach their customer base in an easy and cost efficient manner.

About Duravit: Duravit is a worldwide leading supplier of bathroom ceramic, bathroom furniture, accessories, and bathtub furniture and wellness ideas.

→ Confirming Specialist Visits by SMS

All customer visits of Duravit Customer Service Specialists are now confirmed by SMS and a reminder is sent automatically shortly before the appointment in order to reduce the no-show rate. This QuesCom SMS solution greatly improved customer service by reducing non-attended customer visits, reducing travel time and related travel costs.

With the SMS alert customers also have convenient option to call back the Duravit Customer Service Centre short number and reschedule the Duravit specialist visit.

ATSI is a Platinum Partner of Vodafone Egypt and supplied Duravit with a complete turnkey and integrated 'Business SMS' package.

Duravit IT Manager Eng Ashraf Hamed comments: "Duravit is continuously dedicated to improve customer service and QuesCom SMS solution contributed to increase Duravit customer satisfaction".

→ Easy installation

To implement this solution, ATSI installed a QuesCom Q212-4G-SMS Gateway with capacity for sending up to 1200 SMS per hour.

As well as the ATSI SMS Manager Software directly interconnected with the Duravit Customer Service Help Desk database managing the appointments.

→ Required solution:

- Q412-4G-SMS
- ATSI SMS Manager Licence



www.duravit.com

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IT Manager - Egypt & Middle East
Eng. Ashraf Hamed
Duravit



"The ATSI SMS Manager and the QuesCom gateways combine to offer a packaged and versatile solution for corporate SMS management".

Gary Bowen – CEO ATSI