

caller id

Know who's calling Before picking up the phone

Point of Success Caller ID is a combination of hardware and software that work together to deliver customer information from your phone lines to your Point of Success order entry software.

No need to type caller information

It's important to know who your customers are, but it takes time to enter complete customer information for every delivery order. With Point of Success Caller ID, 60% of a residential customer's information is entered automatically!

Answer the longest waiting caller first

Point of Success Caller ID flags callers with a color status that changes as they wait for service. New incoming calls are colored white, as a call waits the status color changes to yellow and later to red. Color flagging encourages rapid service and helps keep customers satisfied.

Improve telephone service levels

Information provided by the Caller ID system can make a real difference in a restaurant's success. Included Caller ID reports, charts and graphs will help in all these important areas and more:

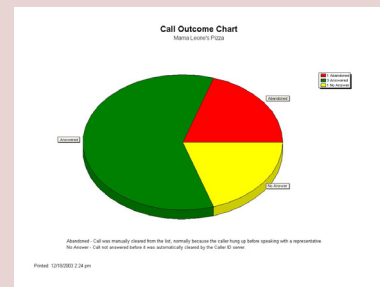
- Quantify incoming calls by date and time
- Count calls taken, hang-ups and unanswered calls
- Analyze the time required to answer calls
- Graph service changes over time



Point of Success Caller ID handles one to eight telephone lines.



Customer names and telephone numbers appear in the Point of Success phone order window. Touch the customer in the Incoming Calls list and the program searches for the customer in your database.



Informative reports help improve your business by improving customer service.

Hardware Requirements

In addition to the standard Point of Success hardware compatibility requirements, Caller ID requires an available serial communication port on the computer designated as the Caller ID server. Caller ID works on a single computer or on a network.

designed for success



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