

Customer Success Story

How the Art of Admissions grew to 10,000 calls per day



Challenge

The Art of Admissions specializes in helping career schools, colleges, and universities with their admissions programs. With their volume requirements, they sought out a reliable outbound predictive dialer that was able to handle volume and speed.



Solution

With Readymode's outbound predictive dialer, The Art of Admissions was able to scale their outbound processes to maximize calls per rep. This was achieved through the dialers' ability to handle more calls at the same time without any downtime or a need for additional reps.



Outcome

With Readymode's outbound predictive dialer handling the heavy lifting, The Art of Admissions was able to utilize the dialer's reliability to provide their customers with their expertise in admission solutions as well as helping schools build out their virtual call centers.

Speed for High Volume

Lead lists often need to be contacted with speed and strategy—this is to minimize leads going cold or falling off entirely. With Readymode's outbound predictive dialer, The Art of Admissions looked to process their high volume lists while enabling their reps to generate appointments that gave them the ability to provide a solution for all of their different customers. The high functionality of Readymode's dialer is rich with automation features that allowed their reps to focus on time-sensitive tasks and interact with people in and out of the business.

Since partnering with Readymode, Art of Admissions has...

20+

with just 2-3 reps

10,000

calls per day

Reliability

Downtime for a dialer can be disastrous for our customers' businesses, and the Art of Admissions team is no exception when it comes to how downtime can affect their objectives. Whether it is the inability to reach customers or even negative experiences for customers during calls, The Art of Admissions relies on Readymode to provide a reliable outbound predictive dialer for every single call.

Ultimately, their customers are in essence our customers—Readymode wanted to provide a reliable solution to scale so that their brand and customer experience were enhanced to match the solutions they provide to their customers.

What's Next?

In talking to the team at The Art of Admissions, in addition to preserving and growing their outbound business, the goal is to enhance volume for reps while allowing for better time management.

As they look forward, they look to utilize Readymode in expanding their virtual call center operation as they continue to coach their customers. Readymode continues to provide support to the team over at The Art of Admissions as we further develop a solution for them, just as they do for their customers.

About Readymode

Readymode is an all-in-one call center solution for today's call centers and sales organizations. Its predictive dialer software can triple talk time by supporting up to 28 outbound lines per agent, while its ACD system allows for unlimited inbound queues and built-in CRM offers industry-leading analytics and reporting.