



Success Story #4

Inbound Support

PROBLEM

iFly opened an indoor wind tunnel in Seattle, Washington. They needed both a phone system and a full service reservations desk that could process high volumes of incoming calls.

SOLUTION

Part 1: Sound Telecom used its cloud-based Solaxis auto-attendant system to handle the front-end of the customer service equation. The auto attendant allowed iFly to separate reservations from administrative calls and correctly route critical calls to the right departments.

Part 2: Sound Telecom built a reservations desk that was capable of scheduling flight time on a 24/7 basis. Booking flight time is the bread and butter of an indoor skydiving operation. Time truly is money. As part of the iFly team, Sound Telecom handles reservations around the clock while the friendly iFly staff helps customers face-to-face at their facility. This allows iFly to successfully concentrate their efforts on face-to-face customer service and on-site sales.

Professional. Friendly. Courteous.



iFly, a division of SkyVenture, is one of the most popular indoor skydiving companies in the world. Over 5 million people worldwide have flown in a SkyVenture tunnel.

RESULT

iFly maintains its competitive advantage by providing more hands-on customer service than any other indoor flight company. Sound Telecom handles the back-office processing while the iFly team presents a friendly on-site customer service front.

**Let's Develop Your
Solution Today**

1.800.557.1550

www.sound-tele.com