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Unlock Maximum Revenue:
The Cubix Call Center Advantage

Introduction: In today's fast-paced environment, customers expect immediate and professional assistance, especially when choosing a self-storage facility. While many prefer the convenience of self-service, a significant portion still values the assurance of speaking directly with a knowledgeable representative. The Cubix Call Center is designed specifically for self-storage operators, offering a comprehensive solution that not only enhances customer interactions but also maximizes your sales potential. Our call center is staffed by highly trained Cubix employees who are not just customer service representatives, they are sales specialists—true "closers" who know how to turn inquiries into rentals.

By partnering with Cubix Call Center, you are not just outsourcing your calls—you are integrating a team of dedicated professionals into your operation. Our services include unlimited call answering, rental processing, payment handling, and general customer service, all tailored to provide your tenants with the same level of care and attention they would receive from an onsite manager. With Cubix, every call is an opportunity to enhance your customer service, streamline your operations, and ultimately, grow your business.

CUBIX
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Operational Highlights:

- **Operating Hours:**
  - 9 AM to 6 PM, 7 days a week.
  - Holiday Schedule: Closed on national holidays.
- **After-Hours Support:**
  - Voicemail messages left after hours are retained and can be accessed for review by area managers and facility managers for immediate follow-up. Additionally, these voicemail recordings are automatically emailed to members of the operations management team to determine if immediate follow-up is needed. Call recordings from the Call Center can also be played back for a detailed review of conversations.
- **Booking Efficiency:**
  - The Call Center achieves a high booking rate, shifting the sales focus from onsite managers to our specialized team, allowing onsite staff to prioritize move-ins, move-outs, and maintenance.
- **Cost-Effective Billing:**
  - Only pay for the time the Call Center is actively communicating with prospective customers, ensuring a cost-efficient solution.

Main Features and Benefits:

1. **Comprehensive Call Flow Control**
   - Benefit: Manage and streamline both inbound and outbound calls with precision.
   - Detail: Automatically channel calls through custom routing tools, ensuring your team can focus on the most critical opportunities, whether dealing with tenant inquiries or potential new customers.
2. **Enhanced Customer Experience**
   - Benefit: Deliver consistent and exceptional customer service.
   - Detail: Utilize fool-proof scripts and easy-to-use screens that enable your team to provide high-quality service, leading to increased customer satisfaction.
3. **Increased Conversion Rates**
   - Benefit: Boost rental revenue.
   - Detail: Guiding customers efficiently from inquiry to move-in, our Call Center ensures a higher conversion rate through specialized sales tactics.

4. **Efficient Lead Management**
   - Benefit: Capture and track leads effectively.
   - Detail: Our Lead Manager program helps to guide prospects from their initial inquiry through to the final move-in, significantly improving the likelihood of conversion.
5. **Automated Call Routing**
   - Benefit: Save time and reduce manual errors.
   - Detail: Automatically route calls based on tenant or lead status, ensuring that each call reaches the right team member quickly and efficiently.
6. **Optimized Performance Analytics**
   - Benefit: Make data-driven decisions.
   - Detail: Our Performance Manager and Marketing Analytics modules provide insights into ad spend efficiency and call success rates, helping to reduce ad costs.
7. **Collections Management**
   - Benefit: Streamline past-due collections.
   - Detail: Our Collection Manager module helps to recover past-due rent while saving hours of staff time, allowing your team to focus on more pressing tasks.
8. **Complete Visibility into Operations**
   - Benefit: Gain insights into every aspect of your call center.

Detail: Access detailed reports that provide a comprehensive view of call data, including call types, lead status, and even transcribed keywords from actual calls.

By integrating Cubix Call Center into your operations, you're not just improving customer service, sales efficiency, and overall operations—you're unlocking the full potential of your business. Our solution empowers you to focus on what matters most: growing your business and delivering an exceptional experience to your tenants. Let us partner with you to elevate your operations, maximize your revenue, and turn every call into an opportunity. Take control of your success—own your operations with Cubix Call Center.