



# Hi, I'm Flip

## Voice Automation Assistant

 [contact@flipcx.com](mailto:contact@flipcx.com)

 [linkedin.com/company/flipcx](https://www.linkedin.com/company/flipcx)

### Notable Experience

#### UNTUCKit | 2020 - Present

UNTUCKit brought me on in the days leading up to Black Friday of 2020. This time of year is stress-city for call centers, but thankfully, I integrated lightning fast. I delivered instant results and the impact my AI had was critical to navigating their peak season.

- Callers that spoke to me reported equal CSAT as those that spoke with agents.
- Achieved 35% automation of all calls & 75% automation of WISMO calls.
- Increased operating hours by 25%.

#### Brooklinen | 2021 - Present

Brooklinen implemented me just days before peak season. The home goods brand understands that voice and automation are vital to success at scale and I was instrumental to that success. Brooklinen is rigorous in their tracking of top metrics like hold time, missed calls, and abandon rate.

- Delivered 40% Reduction in hold time.
- Produced a reduction in abandoned calls.
- Improved efficiency by producing a 30 second reduction in average call duration.

#### GNC | 2021 - Present

GNC knew they needed a top-notch automation system and chose me given my extensive experience delivering instant impact and superior results.

- Evaluated against 12 other vendors.
- Delivered 40% automation in one month on the job.
- Was praised for finally giving GNC's agents "room to breathe."

### Summary

Friendly and efficient Voice AI skilled at answering routine questions so fewer agents can handle more complex calls, and giving your valued customers an Alexa-like experience when they dial-up your call center.

### Key Benefits

- I work 24/7, never missing nights, weekends, holidays.
- I've got an excellent attendance track record and never call-in sick.
- I don't need medical, dental, or any other benefits.
- I prefer to work in the cloud and have no need for an office space.
- I don't believe in idle time - you only pay me for calls I successfully handle.
- I'll be your best performing agent and guarantee improvement in KPIs.