


Hi, I'm Flip

Voice Automation Assistant

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Notable Experience

zTrip | 2018 - Present

The largest transportation provider in North America entrusted me with handling their most important customer contacts. In our time working together, zTrip has been thriving through challenging times, and I'm honored to be a part of it.

- Automated calls for 25 of zTrip's brands.
- Delivered 80% Automation + Outbound Reminders.
- Have been with zTrip since their start with only 1 fleet, and have helped them achieve their continued growth.

DG Cars | 2021 - Present

As one of the largest transportation providers in the UK, DG Cars knew they wanted to make technology a major part of their strategy. They brought me on when they realized that they didn't need run-of-the-mill for their customers - they needed the best of the best.

- Reduced No Shows by 20%.
- Increased Re-Booking by 15%.
- Increased automation by 15%.

Black & White Australia | 2019 - Present

Black & White Australia has given me glowing reviews given how efficiently I work and that I am always willing and able to take on more without impacting my job performance. I strive to make my coworkers happy with my always-positive attitude and willingness to take on routine tasks so they can focus on the more complex tasks they need to get done. Additionally, I have:

- Successfully delivered 80% automation.
- Eliminated hold time for Black & White Australia's callers.

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.

Skills

ASAP Bookings | Reservation
Confirmations | Driver
Late | No Show
Confirmations |
Cancellations |
And More...

