



“Ribbit is an absolute time saver! It is so convenient to receive your voicemails via email and be able to see right away what the customer needs. I am not sure how I managed before without Ribbit!” — Santander Consumer USA Rep, Feb 2009

“Ribbit for Salesforce is exactly the type of solution we look for. It allows each salesperson to work more efficiently, be more responsive to leads, and take advantage of every opportunity.”

— Will Stacy, Director of Marketing, Santander Consumer USA



Challenge

100 field reps visiting 5 to 6 customers a day for an average of 450 meetings/day. Reps are 100% mobile and receive an average of 115 voice mails/month. Response time is critical. Solution must tie together their mobile device with Salesforce.com CRM and email.

Solution

- Reps can dictate CRM updates while on the road instead of having to login and type them later.
- Inbound calls/voicemail is tied to contact, lead, & account records automatically.
- High voice transcription quality allows reps to read messages from the field and respond quicker.
- Unlimited text transcriptions.
- Installed and deployed in less than 30 minutes.

Results

- Save time through automatic call logs.
- Ability to achieve higher call volumes per day.
- Timely connections with customers.
- Improved overall efficiency and effectiveness.
- **Estimated savings of \$50,000 a month due to saving reps 2-3 hours/week while improving customer relationships.**