

Excellent Conversations Make Lifetime Customers

Balto shows agents how to give world-class customer care. Boost your conversion rates and customer satisfaction in just 45 days.



4.7 stars on G2 from
200+ Reviews

Break Conversion Records in Just 45 Days



26%

More Conversions



75%

Faster Ramp Time



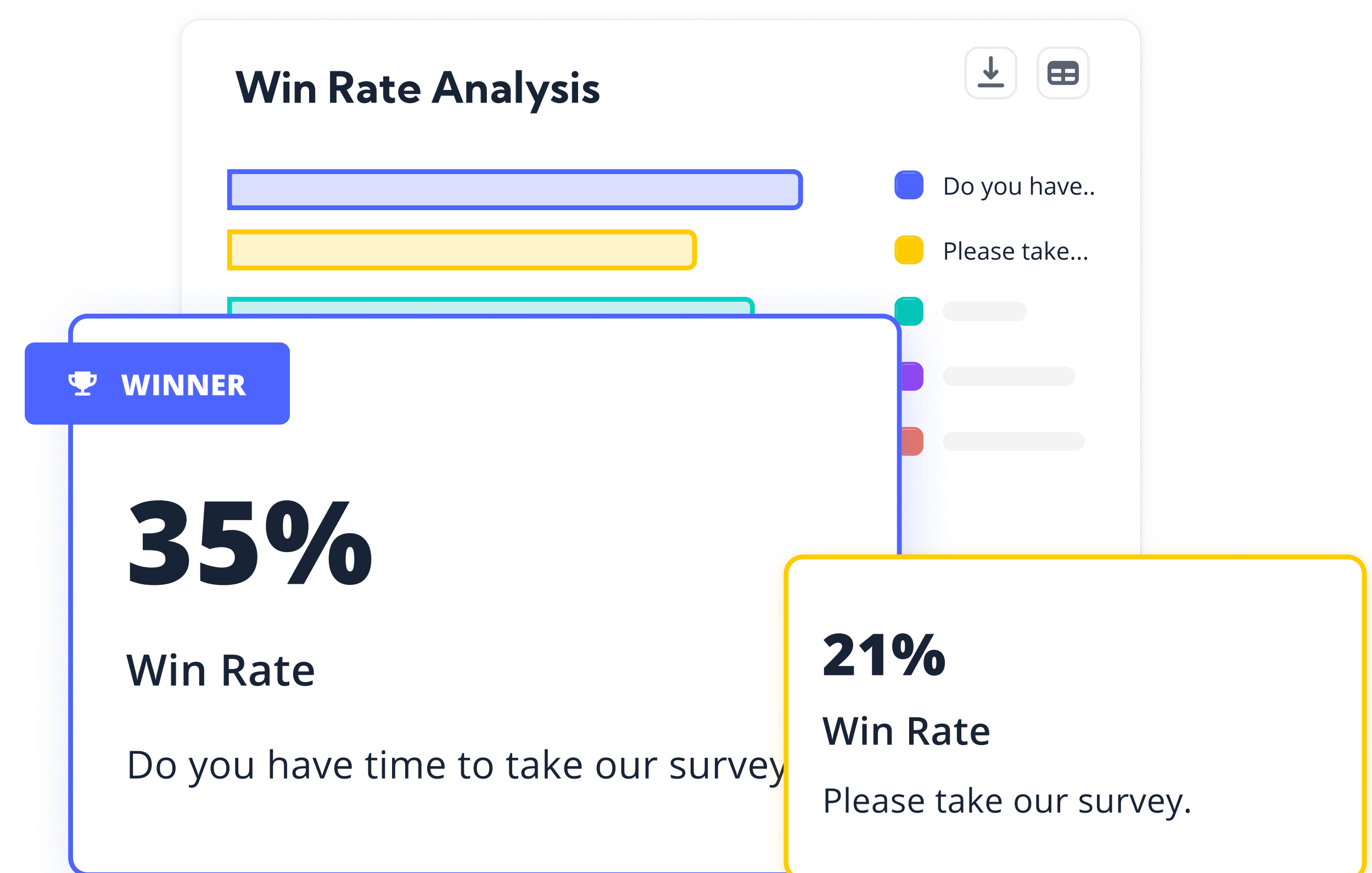
47x

Higher Close Rate
Among New Hires

Watch Your Conversion Rates Skyrocket

Help agents use the phrases and questions that convert callers into customers.

- Balto's Win Rate Analysis compares the effectiveness of phrases and shows agents the ones that convert best
- Customizable Playbooks allow instantaneous updates, so agents always have the latest product information



The figure shows a 'Checklist' interface. It has a blue header with the word 'Checklist'. Below the header is a list of three items, each with a blue square checkbox and a text description. The first item is 'Hi, this is ____ at Home Improvement Co. How are you?'. The second item is 'I received your inquiry and understand you have some interest in remodeling your house?'. The third item is 'Sounds like a great fit! We provide a free, no obligation design consultation.'. Below the list is a green-bordered box containing a green checkmark icon and the text 'I've got your appointment all set. We'll call you the day before to confirm your appointment.'. To the right of this box is a circular profile picture of a woman and a small speaker icon.

Turn Customers Into Loyal Fans

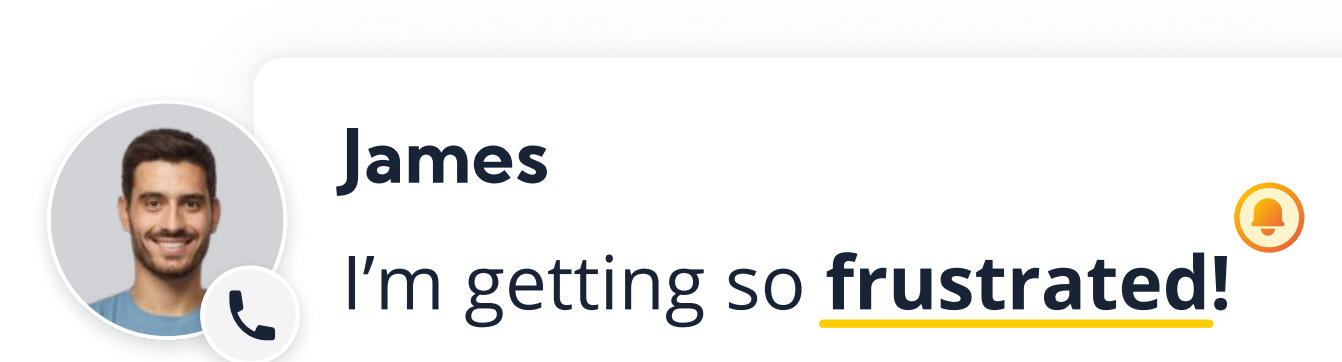
Ensure your agents show customers what top-notch service really means.

- Balto's Dynamic Prompts show agents the answers to any possible question your customer could have
- Notifications offer coaching tips live on the call to reinforce best practices

Make Every Sale Stick

Prevent cancellations and returns with the best information available.

- Balto's Smart Checklists guide agents through the required statements for every call
- Real-Time Coaching Alerts tell managers when a call is going off track
- Real-time QA scores 100% of calls automatically so you spend less time listening to calls and more time making improvements



The figure shows an 'Empathy Alert!' coaching prompt. It has a blue header with the text 'Empathy Alert!'. Below the header is a text box with the text 'I'm so sorry to hear that...'. Below the text box is a list of two items, each with a blue square checkbox and a text description. The first item is 'I would feel the same way if I were in your shoes.'. The second item is 'I can definitely see where you're...'. Below the list is a yellow-bordered box containing a green checkmark icon and the text 'I'm really sorry to hear you're frustrated. I would definitely feel the same way.'. To the right of this box is a circular profile picture of a woman and a small speaker icon.