



SERVICES

Call Center Technology



- **More Rentals**
- **Outstanding ROI**
- **Increased Tenant Satisfaction**
- **Web-based Call Center Data**
- **7 Days a Week**
- **Payment Processing**

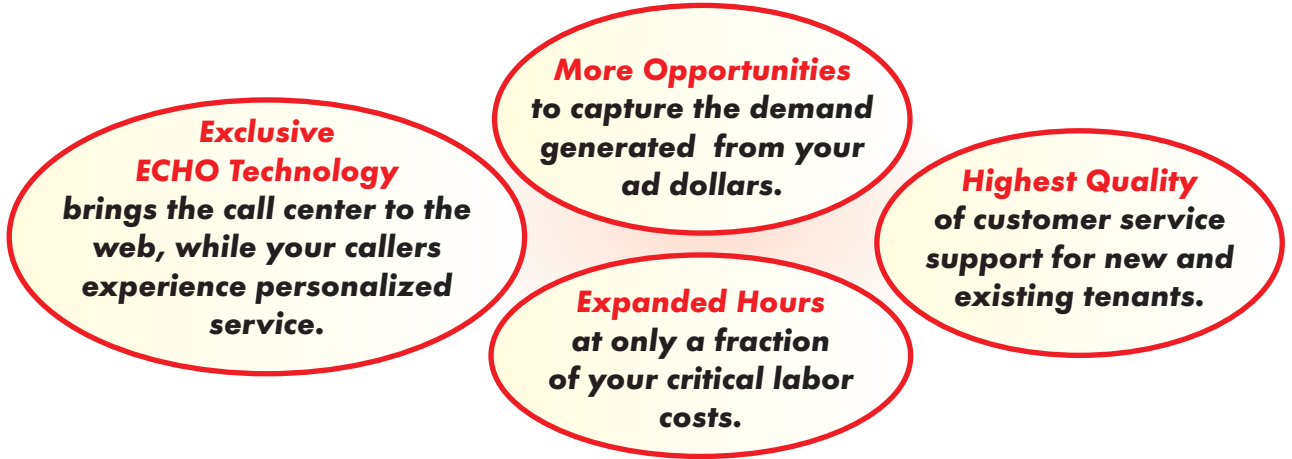
Call 866-US-STORE for your free 30-day trial!

CALL CENTER TECHNOLOGY

Self Storage Call Center

Do you really know how many calls, and more importantly, how much income you are missing before, during, and after business hours? How effective of a salesperson is your answering machine?

Having a live customer service representative selling your facility's features and benefits gives you the peace of mind you deserve. The XPS Call Center enhances your property's operations in many ways including:



XPS is an established market leader. With the latest introduction of our ECHO web-based software, we can now bring the call center to you! Every stat and call can be viewed from your private web portal. Our dedicated, specialized call center supports your facility, 7 days a week. Our branded greetings allow us to uniquely represent you to your callers while our agents drive rentals to your site for less than \$1 per hour of coverage!

Knowledgeable Agents

Our agents are **exclusively dedicated and trained** for the self storage industry. Their friendly, courteous manner puts your tenants at ease. Our knowledge of your facility allows us to assist a new customer in making a reservation as well as handling existing tenant needs and payments.

Since partnering with XPS Services in 2003, the success of this partnership has made the service an invaluable resource. Calls that would have ordinarily gone to my voice mail have been answered by a live agent. They are able to provide information to prospective clients, allowing me to secure reservations that I would have otherwise missed. I would highly recommend XPS Services to any self storage owner.

**JON LEVINE, PRESIDENT
JBL Moving and At Your Door Self Stor!**



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We use XPS Services at all seven of our Cubby Hole properties. The service they provide gives our staff the ability to be confident that if they are busy on a different call or handling a customer at the counter that the new incoming call will be handled in a professional and caring manner. The customer service representatives at XPS Services have the same desire to turn our prospective customer into a paying customer as our employees.

They give us extended phone coverage before and after our standard office hours. We have more rentals with minimal additional costs along with the additional peace of mind. If our existing customers are in need of assistance or have a problem with their Cubby Hole, someone will be there to help.

I am very satisfied with the service XPS Services provides to the independent storage operator.

**MITCHELL CLARK, VICE PRESIDENT OPERATIONS
Cubby Hole Inc.**

Web-Based Digitally Recorded Calls

XPS Services continues to improve the process between the call center and your facility. Our new ECHO web-based software brings the call center to you. Do you want to listen to today's calls? Simply go to the web. Every call is digitally recorded to our web-based ECHO platform. You and your management team can review your calls through our innovative **web-based software** anytime. This allows you to review the call center process by becoming familiar with how your calls are being handled. This assures that you will be prepared for every rental or reservation! No more worrying about what the customer was promised!

Real-Time Web-Based Stats and Reporting

Via the web and our ECHO software you have access to **real-time management reports** at any time. Your reports and statistical data include graphing features and site analysis. Review any data - from calls to rentals - this is a dream management tool!





XPS Services has provided call center services to the self storage industry since 2000 and is uniquely qualified.

XPS Services Call Center Technology:

- **Branded Greeting** - Every call is greeted using the name of your property as our ECHO platform maintains your unique profile (sizes, costs, promotions/specials, property info, etc.).
- **Web-based Space Mix** - Simply update your space mix online and our agents will do the rest.
- **Trained Agents** - Callers are greeted by a live agent trained exclusively for self storage.
- **Easy Investment** - Our flat rate billing process is simple and provides tremendous return on investment. We do not charge additional fees for reservations, leads, non-prospect calls, or credit card procurement.
- **2 Shifts of Coverage, 7 Days a Week** - Monday thru Saturday we've got you covered 17 hours per day; Sunday we're covering you from 10 a.m. to 5 p.m. CST.
- **Real-Time Reports** - Your site is informed within seconds of each call - making it easy to see your reservations and call stats.



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Headquartered in Richardson, Texas, XPS Services launched the first call center in the industry to provide telephone support and an industry specific customer relationship manager to the independent self-storage industry. The company currently provides service to hundreds of facilities located throughout the United States and Canada. For more information about XPS Services and their business development solutions, call 1-866-US STORE X-104, contact us by mail at XPS Services 1251 Sherman Street, Suite 101 Richardson TX 75081, or log on to the web at www.xpsservices.com

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