

# TELIGENT®IP CASE STUDY: TUTORING CENTER



## ✓ The Problem:

Their staff is limited therefore manually making each reminder call one by one was nearly impossible. Automating communication would assist in solving the challenge.

## ✓ Client:

National Franchise Center for Student Tutoring  
15-20 employees

## ✓ The Cause:

TA local franchise of a major national student tutoring center was experiencing a large number of missed sessions or tardiness in the high school age group. They needed a more efficient way to notify students if a teacher were ill or going to be late.

## ✓ The Solution:

Using the Teligent platform and rapid communication tool, the tutoring center has immediate notification and confirmation that the student/parent was contacted. Sending text message reminders to students who prefer texting anyways, has helped to decrease the amount of missed sessions. Additionally, utilizing the Teligent Interactive Solution, it allows parents & students to reschedule with ease, notify the center if they were running late, and give the tutoring center the ability to send closing notices/schedule changes without consuming the tutoring centers employee time, allowing them to use their precious hours working with students.

### The Benefits

Additional revenue from decreased missed appointments.

Ability to schedule a waiting list.

Increase ROI by marketing new, upcoming group tutor sessions.



## About Teligent®IP

Teligent®IP is a leading services provider merging advanced voice and communication applications with cloud. Teligent®IP offers complete end-to-end IP telephony over one of the largest all IP networks in the country.

855-474-8464 [www.teligentip.com](http://www.teligentip.com)

