

How Fischer Homes Places 300% More Outbound Calls with Kixie

Industry Real Estate
Location United States
No. of Employees 708
CRM HubSpot



Challenge

When Fischer Homes Inside Sales Manager Courtney Toedter set out to find a new phone system for her inside sales team last year, she wanted a reliable solution with CRM integration and texting ability.

Associates had to log into eight different phone trees with their previous provider – one at a time – and stagger agent placement for calls to route appropriately. This system was not only confusing, but it also cost the team time and energy every day.



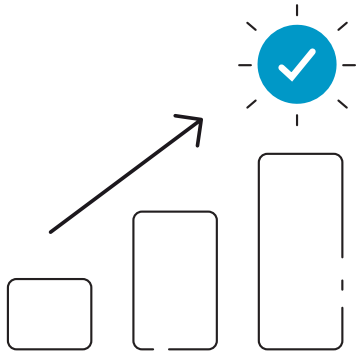
K It was great chatting with you! Let's schedule a follow-up.

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“I think Kixie is always learning, growing, and grooming their system for a more user-friendly experience. At the moment, I don't know of any better provider out there. Kixie seems to know what's needed in the industry and does their best to provide solutions for those needs.”

- Courtney Toedter, Inside Sales Manager, Fischer Homes

After switching to Kixie, Fischer Homes has seen significant improvements in productivity, overall efficiency, and faster speed-to-lead.



25% higher
overall productivity

10% faster
speed to lead

Increased
cost savings

2 hours
saved per agent per day

Over 13%
fewer missed calls

3x more
outbound calls

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Solution

In the months after they made the switch to Kixie in April 2021, Courtney and her team found that the features they originally looked for were only a small part of what Kixie has to offer.

Advanced features like click-to-call, voicemail drop, SMS templates, PowerDialer, and inbound call queues helped the team save 2 hours (per agent, per day) of busywork, and increase overall productivity by 25%.

“

It was hard to imagine handling calls in any other way or even that we could increase efficiency by simply having a better phone system. Kixie's connectivity and functionality allowed us to increase efficiency in a number of ways and to also capture our leads in a better manner.”

- Courtney Toedter, Inside Sales Manager, Fischer Homes