

# Voice Mail to Text - Fast, efficient, & affordable

## Background

Since 1946, family owned and operated Wells Interiors of Saskatoon has provided Saskatchewan with the finest in interior finishing and design. Ranging from painting to flooring to general construction, Wells Interiors specializes in crafting inviting and inspiring retail, office and other commercial spaces for businesses of all varieties. Their expansive portfolio includes major service and retail chains, as well as local projects like the Western Development Museum. Wells Interiors has built a strong reputation in the industry for offering exceptional design and execution of every project they undertake.

## Challenge

As a local leader in interior design, Wells Interiors experiences a high volume of calls each day. Being able to manage and prioritize their communications, whether from clients, contractors or employees, is essential to maintaining productivity and keeping projects on track. "There are many days where we get ten to twenty voice mails in a day," says Jeff Wells, owner of Wells Interiors, "and you just don't have time to retrieve those voice mails."

## Solution

Finding a solution to streamline their communications was not an active process for Wells Interiors, but when SaskTel introduced Voice Mail to Text, Brent, Wells Interiors' office manager, was quick to realize the value. "Brent's always enthused about new techie stuff," says Jeff, "so he signed us both up for it. We were already using text messaging quite a bit, so it seemed like a natural fit."

After having the opportunity to test-drive the service with their first month free (a major incentive, says Jeff), the service quickly became integral to their daily routine. "I try to field as many calls as I can, because most of our clientele is specialized and we like to keep things hands-on, but you can't talk to everybody all of the time," Jeff explains. "With my schedule, I'm constantly in different types of meetings, so right away it became an important tool for our company."

Having a simple way to retrieve voice messages without the need to access the voice mail system has proven to be a considerable timesaver for Jeff Wells. "A call that's not pressing may come in 20 minutes before one that is pressing, and you don't have to go through your voice mail to figure out which one is priority." Being able to return calls at the touch of a button adds to the convenience, explains Jeff. "The text comes through and you can just click your text message and it dials the phone for you. To me, timesaving is the biggest feature of Voice Mail to Text."

The value of the service has also played a major part in Wells Interiors' continued use of the service, and the ability to sign up for Voice Mail to Text as part of a Wireless Features Pack adds to that value. "At just \$5 a month, it's excellent value for the money," Jeff says. "I'd encourage anyone to at least try the system."



"It's invaluable to me, and it could be for anybody that has voice mails continually coming in. It's a great tool for any business."

Jeff Wells  
Owner  
Wells Interiors

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