NOTIFICATION APPLICATIONS

SUPERPOWERS FOR YOUR IVR SYSTEM

The Notification Suite gives customers a natural voice user interface so they can rapidly access their information, request documents or receive alerts – without ever having to wait for an agent.

Deployed in the right way, an interactive voice response (IVR) system is a powerful tool for managing customer queries, and with our Notification Suite of prebuilt IVR applications, you can easily bolt-on additional capabilities that improve the customer experience, reduce contact centre demand and have better conversations with your customers.

Your contact centre is an opportunity to reach customers in new ways and exceed expectations.

We help you make that happen.

Our team of experts understands the technical, commercial and organisational challenges contact centres face and offers a wide range of solutions that help organisations overcome them to increase effectiveness, efficiency and customer satisfaction.

SOLUTIONS FOR THE MODERN CONTACT CENTRE

- **Tell Me** - Give customers the information they need in the fastest way possible.
- **Send Me** - Deliver documents and brochures to customers and enquirers or switches them to digital channels.
- **Alert Me** - Create automated alerts based on custom triggers.

" Alert Me allows us to send messages to large groups of students, from lectures being cancelled to full campus lockdowns. "

TOP 10 UK UNIVERSITY

TELL ME

GIVE YOUR CUSTOMERS IMMEDIATE ACCESS TO THE INFORMATION THEY NEED

Many contact centres are over-burdened by high-volume, low-value customer requests. These are usually routine, non-opportunity interactions that are an irritation for your customers and repetitive for your advisors.

With Tell Me, entire categories of calls can be outsourced to an application that can serve customers as quickly – or faster – than human agents. Not only does this alleviate pressure in the contact centre, but it also gives customers rapid access to the Information they want, without any frustrating barriers.

Tell Me integrates with interactive voice response (IVR) systems to give your customers more options to access their data with their own voice. IPI can provide a new solution for the Tell Me application to reside on, or it can be deployed onto your existing IVR platform.

Instead of navigating long menus with key presses, customers can simply say what they need, and Tell Me draws on your data to give them the answer using SMS, text-to-speech or pre-recorded voice clips.

Interactions that might otherwise absorb many minutes of agent and customer time are turned into hyper-efficient exchanges for both parties. Your customers get what they want, and your agents are spared from dealing with a routine transaction.

Our customers use Tell Me to give:

- Financial balances and statements
- Appointment reminders or confirmations
- Store locations
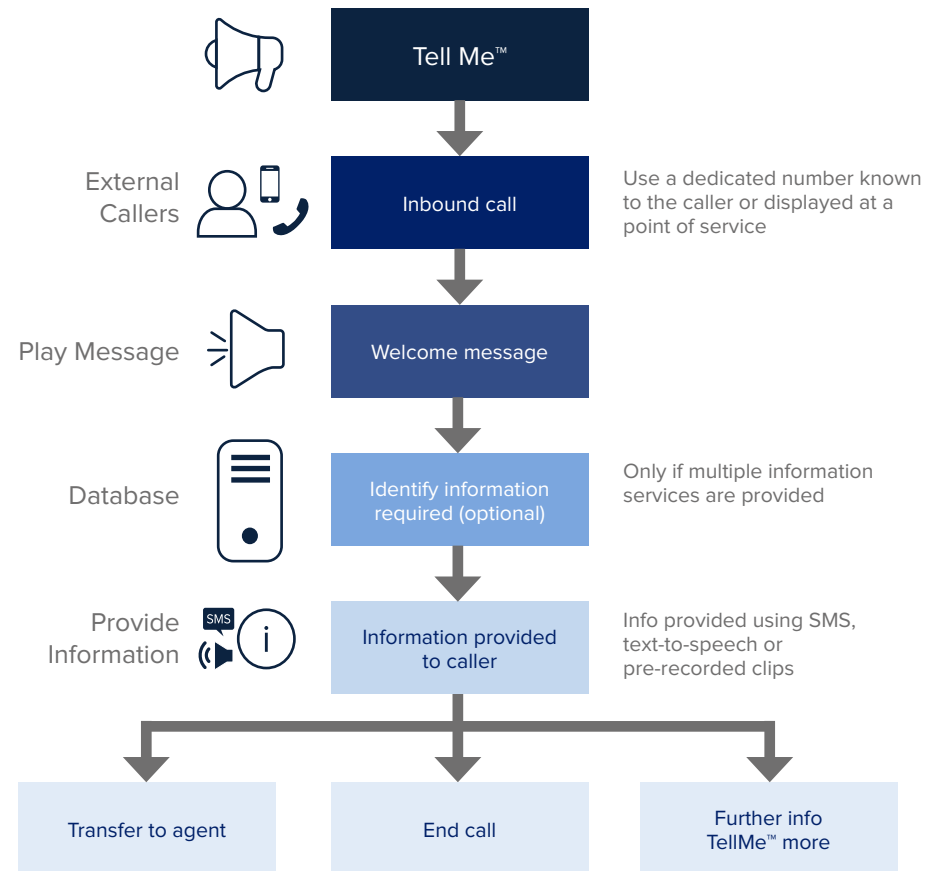- Delivery dates

BENEFITS:

- Enhance the customer experience by giving people data more quickly
- Improve agent experience by reducing low-value calls
- Reduce agent attrition
- Increase conversion rates for business-critical interactions
- Give customers a voice-controlled method to manage their data
- Monitor performance with web portal and reporting

TELL ME - TAILORED TO YOUR NEEDS

We can configure Tell Me to suit the needs of your contact centre:

- Choose to deliver information using SMS, text-to-speech or prerecorded voice clips.

- Update your customer information without the need for agent involvement.

- Design and maintain your own content using the application portal.

- Make blind or supervised transfers to agents if necessary.

- Add music and sound effects.

- Standard reports available as well as the ability to export to PDF, Excel and data warehousing with the published schema.

- Can be combined with IPI's ID Me application to securely identify the caller before providing sensitive data.

THE TELL ME™ CALL FLOW PROCESS

	Tell Me™	
External Callers	Inbound call	Use a dedicated number known to the caller or displayed at a point of service
Play Message	Welcome message	
Database	Identify information required (optional)	Only if multiple information services are provided
Provide Information	Information provided to caller	Info provided using SMS, text-to-speech or pre-recorded clips
Transfer to agent	End call	Further info TellMe™ more

SEND ME

THE SIMPLE WAY TO MANAGE ROUTINE REQUESTS FOR DISPATCH OF BROCHURES AND DOCUMENTS

With Send Me, you can take requests from customers 24x7, quickly and accurately collect contact details and feed this information directly into your fulfilment processes. Instead of tying up agents with low-value, routine requests, you can give customers fast access to the documents they need or offer them the option of moving to a digital channel with a proactive SMS when you see they are calling in from their mobile phone.

Your customers get a more efficient, voice-controlled experience, and your agents have more time to deal with complex queries.

Send Me enables you to increase your responsiveness in the services you provide while reducing the cost of providing these services.

A FLEXIBLE APPROACH

Send Me is a key application module within our packaged self-service suite. It can be integrated seamlessly into your existing environment, either as a standalone module or along with other Me application modules.

These packaged solutions are available either on-premises or as hosted deployments providing reliable, flexible and scalable on-demand services.
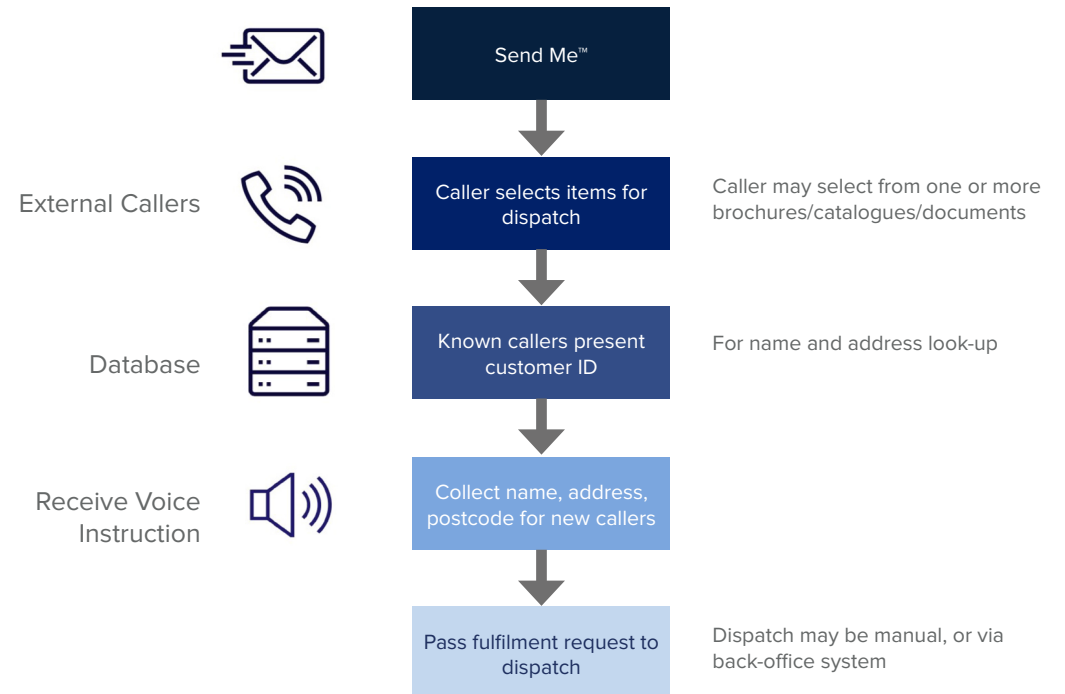
BENEFITS:

- Reduce staff costs by automating low-value transactions

- Offer customer the choice of digital channels by initiating a link to callers presenting a mobile phone number

- Improve sales rates by automatically queuing brochure or other requests for sales follow-up

- Utilise existing IVR platform investment or deploy a lightweight infrastructure specifically for Send Me

- Use of speech recognition or DTMF to securely capture and validate caller's identity

SEND ME - TAILORED TO THE NEEDS OF YOUR CONTACT CENTRE

Design and maintain your own document/information request and dispatch plans using the application portal.

- Can be configured for known callers only, where dispatch address is predefined based on customer ID.

- The recorded speech is available for transcription if required for audit, compliance or other purposes.

- Full integration into the Postcode Address File database, enabling quick and accurate capture of address through postcode look-up.

- Fully configurable simple to use menu systems capture the information required by the caller.

- Standard API integration enables easy integration with fulfilment systems.

- Comprehensive reporting and auditability for compliance or other purposes.

THE SEND ME™ CALL FLOW PROCESS

External Callers

Database

Receive Voice Instruction

Send Me™

Caller selects items for dispatch — Caller may select from one or more brochures/catalogues/documents

Known callers present customer ID — For name and address look-up

Collect name, address, postcode for new callers

Pass fulfilment request to dispatch — Dispatch may be manual, or via back-office system

ALERT ME

AUTOMATED NOTIFICATIONS THAT HELP YOU KEEP IN TOUCH.

Alert Me enables organisations to proactively send timely updates, alerts and notifications to individuals or groups.

Driven by business logic, triggers and data, these automated notifications are a highly effective way to engage with your customers, your employees, and reduce demand on your contact centre. By roactively anticipating and servicing requests Alert Me drives efficiencies in business processes, reduces frustration and builds loyalty.

Organisations use Alert Me in a wide variety of ways, including solving customer requests, managing out-of hours support, monitoring lone workers, delivering subscription services, or sending alerts to reduce impact and quickly resolve emergencies.

Alert Me ensures that the right people get the information they need at the right time, every time.

A FLEXIBLE APPROACH

Alert Me is a key application module within our packaged self-service suite. It can be integrated seamlessly into your existing environment, either as a standalone module or along with other Me application modules.

These packaged solutions are available either on-premises or as hosted deployments providing reliable, flexible and scalable on-demand services.
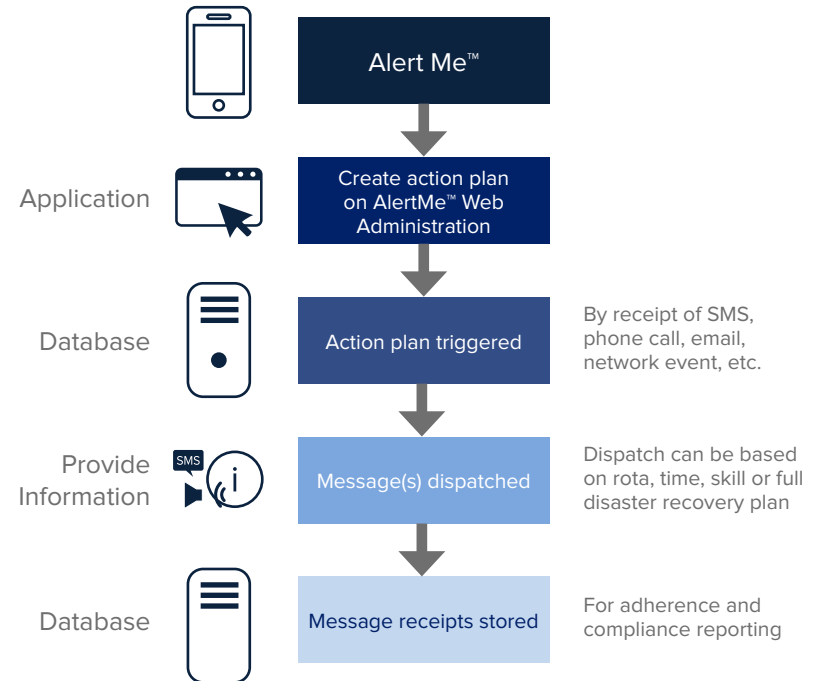
BENEFITS:

- Alert ME can be implemented with any combination of inbound triggers and outbound alerts
- Eliminate simple repetitive calls to cut call volumes and staff costs
- Generate revenue through subscription services
- Reduce inbound call volumes during incidents
- Enhance customer satisfaction with timely service updates
- Reduce service-restoration times for critical incidents
- Manage content and alerts with the web portal

TAILOR ALERT ME TO YOUR REQUIREMENTS

Alert Me is a packaged application that we tailor to your needs:

- Design and maintain your own alert plan using the Alert ME web portal.

- Issue message notifications, contacting a large set of individuals as quickly as possible.

- Alert plans can be augmented by rotas, time/day, skills and locations.

- Include ads and corporate messaging in subscriptionbased alerts.

- Standard reports available in many formats, including web browser, PDF and Excel.

- Issue escalating alerts notifying one contact at a time until a contact accepts and acknowledges the message.

THE ALERT ME™ CALL FLOW PROCESS

Alert Me™

Application — Create action plan on AlertMe™ Web Administration

Database — Action plan triggered — By receipt of SMS, phone call, email, network event, etc.

Provide Information — Message(s) dispatched — Dispatch can be based on rota, time, skill or full disaster recovery plan

Database — Message receipts stored — For adherence and compliance reporting

ENHANCED CUSTOMER EXPERIENCE

CONTACT OUR APPLICATIONS TEAM

Every one of our applications is designed around your needs. Be it a notification system for when a call is close to collapse, a self-service function that increases security and reduces hassle or innovative analytics for informed change.

We create packaged applications that are quick and easy to deploy, delivering immediate benefits to your business.

Scalable
On-demand services

Secure
Self-service functions

Flexible
Deployment options

Customisable
In line with your brand

GET IN TOUCH

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