IPI

SEND ME

MANAGE ROUTINE REQUESTS

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.

Reach out to your customers :) Wherever they are.

BENEFITS:
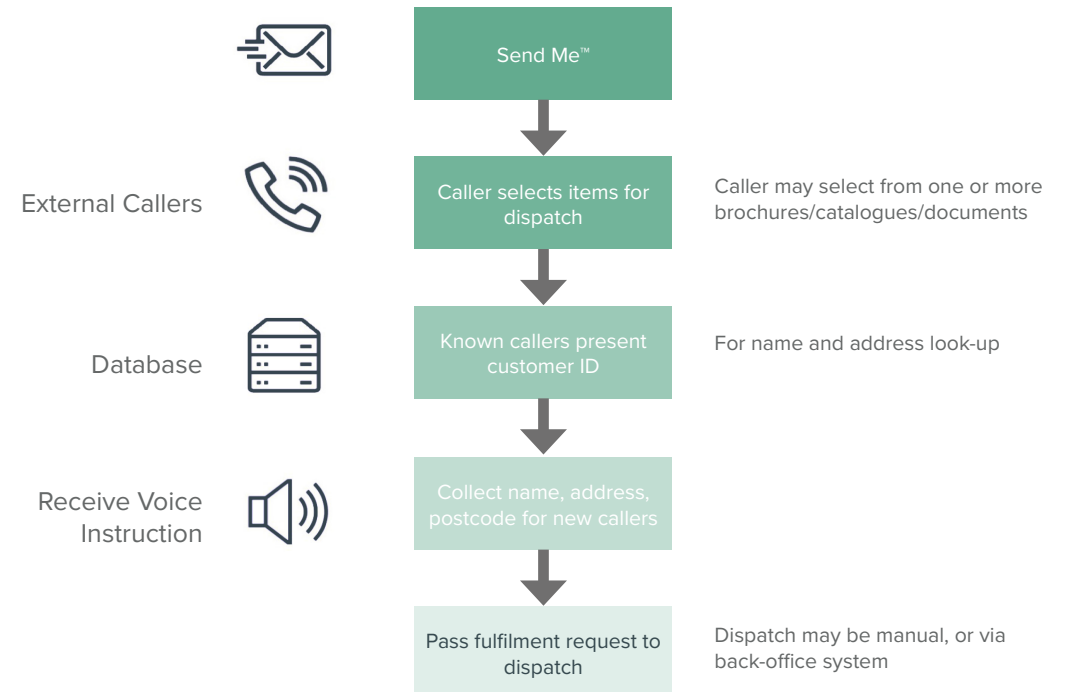
- Reduce staff costs by automating low-value transactions

- 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

Send Me™

External Callers

Caller selects items for dispatch

Caller may select from one or more brochures/catalogues/documents

Database

Known callers present customer ID

For name and address look-up

Receive Voice Instruction

Collect name, address, postcode for new callers

Pass fulfilment request to dispatch

Dispatch may be manual, or via back-office system

FREE UP AGENT TIME

CONTACT OUR EXCEPTIONAL 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.

Requests
For documents and brochures 24/7

Report
And audit for compliance purposes

Portal
Application for request and dispatch plans

Digital Channels
For proactive SMS on mobile

GET IN TOUCH

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