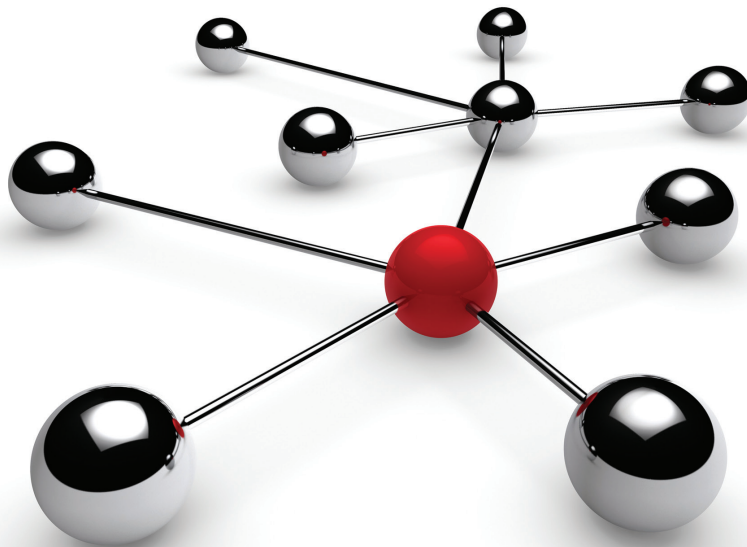


Automated Voice Messaging (AVM)

Collect and communicate high-value information to customers rapidly with no additional impact on agent resources.

The AVM service will deliver a personalised pre-recorded message or a custom voice message (created using a text-to-speech engine) to a defined list of telephone numbers. The system will capture any user input (DTMF tones) and generate a report of call outcomes to be delivered to the originator of the campaign.



Use Cases

- Notifications/reminders to recipients
- Delivery of marketing messages
- Gathering of survey information
- Delivery of account/debt collection information

Benefits

- Pay only for recipients reached
- High outbound capacity
- Message can be recorded in any language
- 100% cloud, no hardware or software installations required

Features

- Communicate high-value, time-sensitive data and save on agent resources
- Reduce non-revenue generating inbound calls and increase Contact Centre service levels
- Proactive updating of service and account status
- Improve response rates with personalised messages or customised offers

Additional Features

- The ability to create complex custom scripts
- Present an API (application programming interface) for seamless integration into existing customer systems

Demo

Try our service at <http://avm.intuategroup.com> and receive 5 free AVM's

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