



## ➔ Voice Messaging

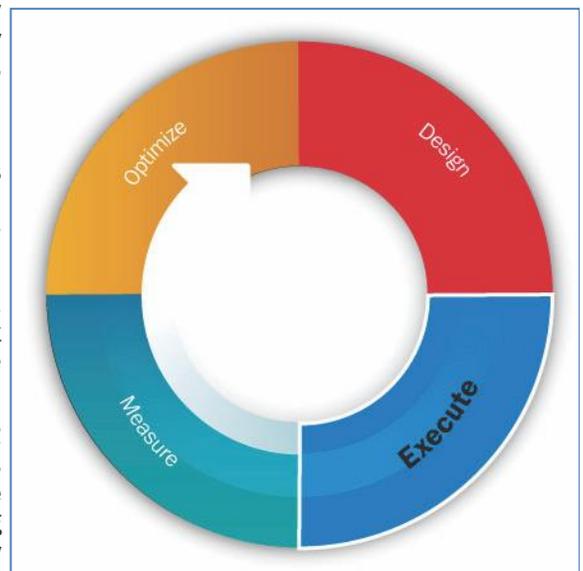
Our platform allows organisations to seamlessly communicate with their customers across multiple communication channels and mobile devices. Our industry-leading automated voice messaging can be used as part of a multi-channel Proactive Customer Communications strategy or as a stand-alone communications channel.

Organisations rely on our voice messaging to proactively communicate with their customers through all stages of the customer lifecycle. Voice messaging provides organisations with a wide variety of customer self service and agent assisted proactive customer communication solutions.

### Voice Messaging Options

Revive Management's voice messaging delivers relevant and personalised communications to large volumes of customers around the world. Depending on your business objectives, these high quality messages can reduce inbound call volumes, increase customer self-service, or when warranted, connect customers to customer service representatives in your contact centre. Our flexible, on-demand solution offers a variety of options to accommodate your evolving business needs:

- **Proactive Notifications:** One-way alerts are an effective way to reach your customers with time-sensitive and personally relevant information. Professionally scripted messages influence customer behavior, driving traffic to your storefront, website, or other self-service channel.
- **Interactive Dialog:** Fully-automated customer interactions provide a consistent, branded customer experience. Our flexible scripting and reporting allows you to capture valuable customer insights in a cost-effective manner.
- **Direct Connect:** For occasions that require a live agent, we can route the right party and their important account information directly to appropriate customer service representatives.
- **Interactive Voice Response (IVR):** Our inbound IVR complements its proactive voice messaging and provides customers with more self-service options. Callers can be identified based on a phone number or a reference ID, allowing for personalised messages on callback, as well as right party identification.



### Create a Personal Dialog with Your Customers

Revive Management combines personalisation and interactive scripting options to deliver the most meaningful and productive voice messages to your customers. Personalize each voice message with your customer's name, address or other unique information using text-to-speech (TTS) technology available in a variety of languages, dialects, and male and female voices. Choose from a wide array of professional voice talent to match your brand and the tone of your message.

## Benefits of Voice Messaging

- ✓ Improve your response rates using voice messaging as a substitute for, or a supplement to, your traditional customer contact methods
- ✓ Cost-effectively increase revenue, enhance customer service and retention, and secure payments in a more timely fashion
- ✓ Reduce inbound calls to your contact centre by proactively communicating with customers
- ✓ Increase agent productivity by automating routine tasks, freeing agents to spend time to deal with complex tasks

## Increase Right Party Contacts

Revive Management's voice messaging provides an automated, interactive verification process to confirm the intended recipient is reached. Revive Management can automate the entire customer interaction or connect the right party to a customer service representative, increasing agent productivity and saving you money. For those customers not available, our industry leading answering machine detection ensures that your party receives a clear and complete message every time.

## Expand Customer Reach

Revive Management ensures maximum reach by simplifying when to call, who to call, and permissible calling windows built directly into your contact strategy.

## Maximise Contact Centre Productivity

Revive Management provides robust campaign management tools that contact centres can use to maximise agent resource and contact centre productivity. Contact centre managers can create personalised views using our customisable management web interface to display real-time contact centre activity and drive immediate improvement. The easy-to-use web interface streamlines advanced tools such as skill group administration, call pacing, and campaign management.

Revive Management's expanded suite of flexible campaign pacing models allow contact centre managers to properly allocate agent resources, reduce hold times, and customer hang-ups. In addition, Revive Management provides a CTI solution including pre-built software plug-ins to integrate with an organisation's existing contact centre infrastructure. Our CTI empowers agents and shortens call times using warm transfers, intelligent call routing, dynamic call pacing, and screen pops.

## About Revive Management

As a leading provider of hosted multi channel communications enhanced further with data services, we are a company that help organisations increase market share and improve customer satisfaction whilst reducing cost to service customers leading to a stronger bottom line.