Reduce call center volume from these 5 types of customers

1. THE PAYING CUSTOMER
Collect payments directly from an SMS message to drive down both agent-assisted payments and costs.

A retail pharmacy used SMS reminders to increase refill rates by 25%.

A financial institution increased on-time payments by 93%.

2. THE CURIOUS CUSTOMER
Account information, delivery status, payment due dates. Provide the answers your customers need without using valuable agent resources.

A travel company reduced their annual costs for contact center agents by 50%.

3. THE UNAWARE CUSTOMER
When things change—like flight delays, interest rates or balance limits—Proactive Notifications are the fastest, easiest way to let your customers know.

A major utility increased service payments by 17%.

4. THE WORRIED CUSTOMER
Electricity, TV and internet services can all temporarily fail. SMS messages can let your customers know you’re restoring service before they call.

A major utility decreased call volume during a storm with widespread outages by 80%.

5. THE FORGETFUL CUSTOMER
Sometimes customers need a reminder about important things on their to-do lists, like prescriptions, payments and appointments. Send an SMS to remind them.

A consumer services company reduced inbound calls by 17%.

For more information or a detailed product demo, call or text 1-800-841-9000.

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