

OUTBOUND IVR REMINDERS OVERVIEW

The community you serve, whether it consists of customers, employees, students or citizens, is on the move. So, getting reminders to your community quickly – wherever they are – is a key requirement for any successful multichannel reminder effort.

With Angel's Outbound IVR platform, our customers have the ability to send us a web services request to place an automated reminder call to a phone number on-demand. Unlike traditional outbound IVR dialers, Angel's approach combines state-of-the-art technology with a data-driven design philosophy to proactively engage your customers with actionable options and two-way communication, if necessary.

Powerful, Flexible Notification Technology

With Angel, create personalized messages to customers by pulling dynamic information from a backend database and populating it into the IVR message. Back your outbound calls up with inbound IVR options to allow your customers to seamlessly connect with you through an inbound call. You can even embed phone numbers into emails and text messages, and direct those calls to an IVR or live-agent call center at your discretion.

Secure, Hosted Technology

All facets of Angel's IVR platform are delivered as an on-demand service, which means there are no web servers, hardware or hosting requirements. Easily integrate with CRM applications, backend databases or other external software or service platforms. Angel complies with PCI and HIPAA guidelines for security and privacy.

With Angel's Outbound IVR Reminders, you will:

Deploy quickly and easily.

Angel's Outbound IVR Reminder solution can be set up in days, enabling you to be up-and-running quickly.

Increase efficiency.

Outbound IVR Reminders automates the outreach process, enabling you to better manage agent resources and reduce costs through more efficient call handling.

Realize immediate ROI.

The SaaS-based solution means no investment in hardware, software, or human resources is needed, enabling you to immediately realize a return on investment from day one.

HOW THE ANGEL OUTBOUND IVR REMINDER SOLUTION WORKS

