

Outbound IVR Service

Tellme's multichannel outbound services complement your inbound self-service applications for richer, more satisfying customer interactions.



Raise the Bar

Position your brand as a true advocate for customers by reaching out with valuable, interactive service.

Better conversations, fewer inbound calls

Instead of waiting for customers to contact them about service needs, top service organizations are adopting a proactive approach to enable easier task completion and prevent customer frustration before it happens. The Tellme Outbound IVR Service provides the foundation for these personalized, intelligent, and multichannel interactions that engage customers in meaningful conversations.

The Outbound IVR Service combines Tellme's world-class voice services with rich outbound telephony, speech and messaging capabilities. Using these technologies, companies can deploy differentiated, brand-relevant experiences, and customers are more likely to stay loyal, accept up-sells and cross-sells, and describe their experience to friends.

Tellme's Outbound Service addresses all aspects of proactive self-service

Proactive Outbound Care

- Loyalty Calls
- Health Plan Maintenance
- Prescription Refills
- Surveys / Polls
- Fraud Alerts
- Late Payment Reminders
- Appointments and Scheduling

Key Outbound Features

- Personalization
- Answering machine detection
- Audio and grammar libraries
- Speech recognition
- Text to speech
- SMS
- Analytics and reporting



Reduced Costs

- Speech and DTMF enabled automation, reducing agent talk time
- Increased penetration rates, lowering total number of calls needed
- Leverage on demand capacity to ensure operation during peak periods but paying for only what you use



Truly exceptional caller experience

- Consistent, high quality user experience across inbound and outbound
- Seamless agent transfer with screen pop
- Personalized caller experiences



Total application control and insight

- Provides a higher level of operations visibility
- Extract insights from detailed reporting
- Adapt lists and contact strategies in real time

SCALE AND SECURITY

Customer Satisfaction

- Over 100,000,000 notification calls sent so far on Tellme's network
- Integrated multichannel alerts
- Flexible personalization and preference engine
- Over 3 million audio prompts in Tellme NaturalSound libraries
- Patented CoArt audio concatenation

Peace of Mind

- PCI-compliant Level 1 service provider as validated by a qualified security auditor
- Secure network to process private personal information
- Integration with back-end systems using web APIs
- Zero downtime for upgrades
- 24/7/365 monitoring
- Real-time application control
- On-demand capacity
- Multiple redundant data centers

More effective customer care

Customer care has evolved beyond inbound calls and agent conversations. It's anticipating customer needs, crafting messages they will respond to, and identifying convenient times to reach out. Using advanced campaign management capabilities combined with world-class speech services, Tellme's Outbound service tailors interactions to the exact needs of the customer, removing frustration buildup.

Pay only for what you use

The Tellme Outbound "pay as you go" model delivers faster ROI by eliminating upfront capital expenditure. Tellme lowers operating expenses by placing calls more intelligently, engaging in shorter conversations, and avoiding agent opt-out through automation.

