

Applications

Imagine being able to save time and money by automating some of the functions performed by your employees while still maintaining the same level of professionalism, personalization and interactivity that your customers have come to expect.

With TouchLogic's automated customer communications, you can do this and much more by leveraging current technology and the power of the telephone to convey information to large groups of customers in a timely and cost-effective manner. Our fully hosted IVR solution assists businesses with their customer campaigns by delivering voice messages recorded by our professional voice talent or recorded by you, to a virtually unlimited number of customers. Our flexible, automated voice messaging solutions can be customized to meet your company's specific needs, be it standalone general or personalized outbound messages, integrated outbound/inbound messages or message incorporation with existing internal infrastructure such as call centers. TouchLogic's automated customer communication solutions deliver immediate, measurable and highly effective customer campaigns.

TouchLogic's automated customer communications can be used for a variety of applications, including:

- Debt Collections – including debt payment reminders, right party verification, transfer to live agents and payment processing.
- Customer Care – including customer notifications, service call reminders, customer welcome calls, appointment reminders, credit card activations, fraud alerts, renewals and much more
- Surveys – including customer surveys, product and programs feedback

- Marketing – including announcements of new products, promotions and limited time offers to your existing customer base