

Customer Care

TouchLogic's Automated Voice Messaging Platform is a Timely and Cost-Effective Tool to Proactively Contact your Customers

Businesses understand that the perceived level of customer service is one of the prime drivers of customer retention. Many businesses, however, are hampered in their customer service efforts by time, budget and resource constraints.

How TouchLogic can help with Customer Care Initiatives

With TouchLogic's automated voice messaging platform, businesses have a timely and efficient method to inform, engage and communicate with their customers, while still maintaining the same level of professionalism, personalization and interactivity that customers have come to expect.

Our fully hosted IVR solution assists businesses with their customer care campaigns by delivering professionally pre-recorded voice messages to a virtually unlimited number of customers. General or personalized messages can be delivered as outbound standalone messages, incorporated with an inbound response, or integrated with internal infrastructure such as call centers. Our voice messaging platform is a high response, low cost way that supports immediate, measurable and highly effective customer campaigns.

Sample Customer Care Applications

- Customer Notifications
 - Fraud Alerts
 - Customer Welcome Calls
 - Credit Card Activations
 - Appointment Reminders
 - Subscription Renewals
 - Confirmation of Service Calls
 - Order Capture
- And much more!

Resources

- Demos
- Case Studies