EngageOne™ e-Messaging 1.4

IMPROVE CUSTOMER RELATIONSHIPS AND REDUCE COMMUNICATION COSTS WITH AUTOMATED, PERSONALIZED EMAIL AND TEXT MESSAGES

Product Overview

EngageOne e-Messaging 1.4 automates your personalized email and text communications for improved contact center response.

Several components make e-Messaging a versatile, high performance, and easy to use outbound/inbound solution:

• Web browser access to all control and monitoring functions

• e-message creation

• Email and text archiving

• Bounce management and graphical reporting

• Response handling

• Automatic indexing and customer association

• Consistent output display

Benefit

Now you can easily maintain brand voice and messaging consistency with automated, personalized email and text communications. EngageOne e-Messaging offers you the control and structured support required to send customers any communication they currently receive on paper via email or text message with no need to redesign content.

Key features and benefits include:

• Leverage your document composition systems to create automated and personalized emails and text communications

• Archive all e-communications with access to customer-centric views

• Manage communication bounces and provide graphical reporting of messages sent, delivery failures, responses and more

• Streamline response handling of customer service e-communications

• Comply with storage and retrieval regulations for e-communications

EXPECTED ROI

Because many companies use conventional systems to deliver customer email and text messages, e-Messaging 1.4 puts you ahead of the competition. Full reporting on delivery status, message opens, bounce resolution and delivery management helps ensure your emails avoid SPAM filters. Use detailed delivery information with workflow management to drive corrective action as needed. Digital signature capability for outbound email supports compliance with ever-increasing e-commerce legislation and address phishing concerns.

Pitney Bowes
Business Insight

Added Value

Centralize e-communications

In today's anytime-anywhere business environment, call centers are struggling to become multichannel contact centers. Controlled and structured support for e-communications is a must-have for organizations of all sizes, and e-Messaging provides that solution today. e-Messaging delivers the information your customers need in the communication channels they prefer, while ensuring consistent branding and voice.

Archive for improved customer service and compliance

From customer inquiries to automated responses, e-Messaging 1.4 adds transparency to your contact center engagements, maintaining a complete view of all customer communications regardless of communication date or channel (via in-bound and out-bound).

Speed contact center responses

Sending automated or semi-automated responses that are relevant to the original message's content and automatically routing inquiries to appropriately trained teams helps streamline the response process for faster resolutions.

PRODUCT UPDATES

- Improved handling of large files
- Faster report generation
- Optimized and expanded reporting capabilities
- Tightened integration with content generation engines
- More flexible attachment handling
- Improved import/export for easier transfer of settings between environments

See the exact delivery status of e-communications sent to individual customers to confirm delivery, open dates/times, replies and response handling.

Specifications

Application Server
- IBM Websphere® 6.1 & 7.0
- BEA Weblogic® 10.2
- JBOSS® 4.2 & 5.1
- Apache Tomcat 6

Supported Databases
- Microsoft® SQL Server® 2005 & 2008
- Oracle 10g & 11g
- MySQL Server 5.x

Server Operating System
- Microsoft® Windows 2003 & 2008 Operating System
- IBM AIX® 5.3, 6.1 Operating System
- Sun Solaris™ 10 Operating System

Client Operating Requirements
- Microsoft® Internet Explorer 6.x or later
- Mozilla Firefox 3.x or later

For more information call 800.327.8627 or visit us online: www.pbinsight.com

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