Automated Customer Identification and Request Fulfillment

When a customer calls, **Automated Fulfillment** takes on the task of recording their name and address, identifying and fulfilling their request, and creating a data file for future reference -   all without the time and expense of a live agent. With Auto Fulfillment, you will increases responsiveness to your customers while freeing your staff for more complex tasks.

How it Works:

Using the telephone number provided by the caller or the ANI, Automated Fulfillment looks up the name and address in the reverse telephone directory on the internet. If found, the street number and zip code are spoken back for confirmation using text-to-speech. If the address is confirmed, the caller then chooses from a menu of items, catalogs or product brochures to be sent to that address. A record is written to a text file containing the name, address and customer

requested information. This file can be collected and used to print mailing labels and/or imported into the existing customer database.

If there is no match for the phone number or address, the caller can either be transferred to an assistant or record his or her name and address. Recordings are stored in a standard .wav file format where they can later be played and transcribed.

Features Summary:

- Automatic retrieval of name and address based on a telephone number provided.

- Confirmation of street number and zip code information.

- Records names and addresses to store in .wav files when no telephone number match or incorrect name/address is found.

- Option to transfer calls to live agents.

- Captures Caller ID as well as the number entered by the caller (PBX and message server dependent).

Optional Features:

- Search internal customer database records to identify existing customers prior to accessing the reverse telephone directory.

- Use customer address information to directly update the customer mailing list, contact, or order fulfillment databases.
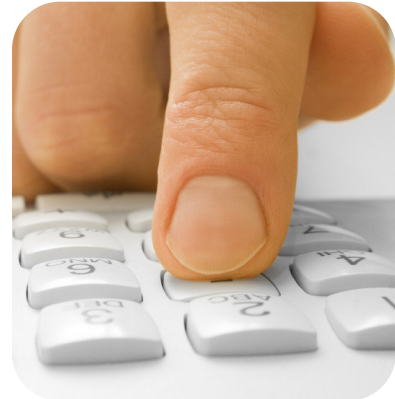
Benefits:

- Return on investment within 2 - 3 months.

- Greatly reduce the need for live assistance and transcription services.

- Easily create a database of customers with names, addresses, phone numbers, and items requested which can be used to print mailing labels.

- Increased customer satisfaction from automated processes and expanded hours of service, 24 hours a day, 7 days a week.

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