



# ID ME

The ultimate way to identify callers and retrieve account details before transfer to an agent

## ID ME features & benefits

- Agent talk time is significantly reduced when a caller is identified before the call is accepted.
- **ID ME** can then verify caller identity using security questions.
- Calls can be routed to the next available agent, or diverted to a specialist team (e.g., credit control, retention) if appropriate
- **ID ME** allows you identify callers using spoken name, address and postcode or using an account number entered by DTMF.
- Compliance with right-party and other data protection guidelines is built into the **ID ME** process.
- **ID ME** is completely scalable, from a few callers per day to many thousands.

## ID ME tailored to your needs

The following options can be configured with the **ID ME** application

- Identification can be build around Caller Line Identification for B2C environments.
- Identification can be build around postcode look-up for B2B environments.
- Verification can be achieved using a series of security questions.
- When transferring to an agent, the customer identification can be used to retrieve the customer record.
- Transfers can be static; to a single agent queue or to an agent group determined by the DDI.
- Transfers can be dynamic: a database look-up can decide whether to transfer the caller to a pre-payments team, credit control or a retention team.
- Compliance and corporate messaging announcements can be played to the caller during the ID process.
- Can be used with speech recognition or DTMF.

## A Flexible Approach

**ID ME** is a key application module within our packaged contact centre suite. It can be integrated seamlessly into your existing environment, either as a standalone module or along with other **ME** application modules. These packaged solutions are available either on-premises or as hosted deployments providing reliable, flexible and scalable on-demand services.

## About ME

**ME** is a set of pre-built voice and media enabled applications designed to help organisations improve productivity, extend self-service and empower their workforce.

**ME** utilises CTI, IVR and SMS to deliver twelve standard applications, ranging from **Pay ME**, which takes secure card payments from customers, to **Schedule ME**, which enables organisations to automate appointment requests.

Each application can be deployed individually to address a specific issue, or applications can be combined to address even the most complex of requirements.

## Further information:

If you would like further information on the **ID ME** solution or any other of the **ME** applications please:

Call us: **+44 (0)800 082 6282**

Email us: **info@ctilabs.com**

Visit: **www.ctilabs.com**



Pay ME



Tell ME



Send ME



Alert ME



Ask ME



Q4 ME



ID ME



Remind ME



Schedule ME



Connect ME



Conference ME



Fax ME

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