

Tell ME

The ultimate way to provide your customers with real time dynamic information updates



Tell ME gives you the ability to quickly and accurately deliver information updates to your customers. It takes repetitive requests for information away from your expensive agents and enables you to offer value-adding services to your customers.

Quick returns on your investment

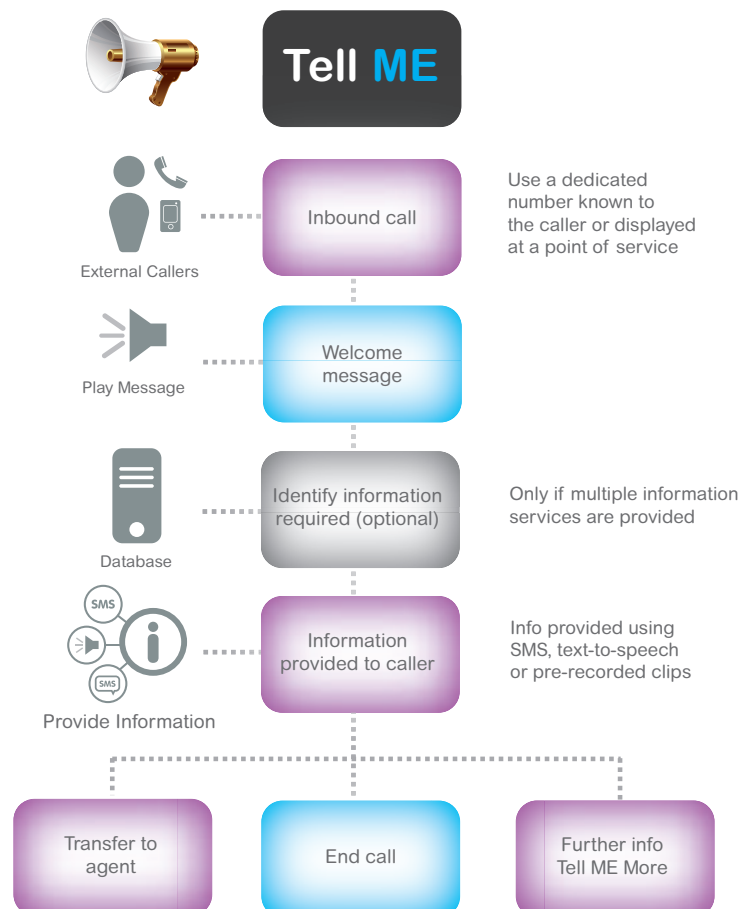
By utilising the latest in Integrated Voice Response (IVR), the **Tell ME** application can

- Automate simple repetitive calls to cut call volumes and staff costs
- Generate revenue through subscription services and premium-rate numbers
- Reduce volumes during outages, incidents and other peak call times
- Enhance customer satisfaction with information updates available 24 x 7 x 365

“Managers can access the live statistics remotely, so they can monitor their call centre performance”.

Software Solutions Provider

The Tell ME call flow process



Tell ME

The ultimate way to provide your customers with real time dynamic information updates

Tell ME features & benefits

- **Tell ME** allows you to provide your customers with dynamic information updates.
- **Tell ME's** intranet portal allows users to design and maintain their own content.
- **Tell ME** announcements can be manually updated or can be automatically updated using RSS feeds, web services or database updates.
- **Tell ME** is an ideal way to deal with announcements when information needs to be continuously updated.
- **Tell ME** can provide your customers with updates using SMS, text-to-speech or pre-recorded voice clips.
- **Tell ME** is completely scalable, from a few calls per day to many thousands of call per day.

Tell ME tailored to your needs

The following options can be configured with the **Tell ME** application:

- Deliver your customer update using SMS, text-to-speech or pre-recorded voice clips.
- Update your customer information manually or via third-party data sources.
- Design and maintain your own content using the application portal.
- Make blind or supervised transfers to agents if necessary.
- Add music and sound effects to support corporate image.
- Standard reports available in many formats, including web browser, PDF and Excel.
- Can be combined with **ID Me** to securely identify caller before providing sensitive data.

A Flexible Approach

Tell ME is a key application module within our packaged self-service 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 **Tell 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

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

Email us: info@ctilabs.com