

# Revolutionize customer relationships with Whispir's CCaaS capabilities



Whispir's all-in-one digital communication platform integrates easily with top Contact Center as a Service (CCaaS) platforms to drive additional functionality.

## Why integrate with Whispir?

Whispir integrates with CCaaS platforms to assist with call deflection and reduce the load on call center agents. Whispir will escalate communications to automate low priority customer calls and ensure high priority, complex calls are given prioritization in the call center queue. Provide a better post-call experience and automate content distribution through Whispir's omni-channel communications.

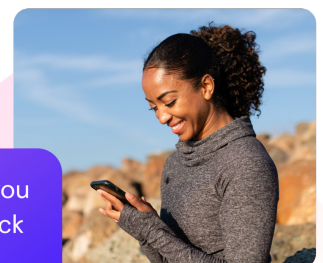
Whispir's end-to-end digital communication tools help contact centers send out rich content such as videos, images, and interactive forms, to create a seamless experience for customers and agents. **Clients can expect:**



### SMS channel engagement

Improve customer engagement by delivering the right information to the right people at the right time – via the channel most relevant to them. With Whispir's SMS capabilities, you can build a set of actions based on unique events or 'triggers' – such as a response to a 'YES' or 'NO' prompt – to determine the right response your customer should receive.

Going beyond SMS, Whispir is an omnichannel solution that creates more avenues for successful customer outreach across video, voice, social, and more.



Hi Jenny, are you available to pick up a shift this Tue from 10am?

Yes

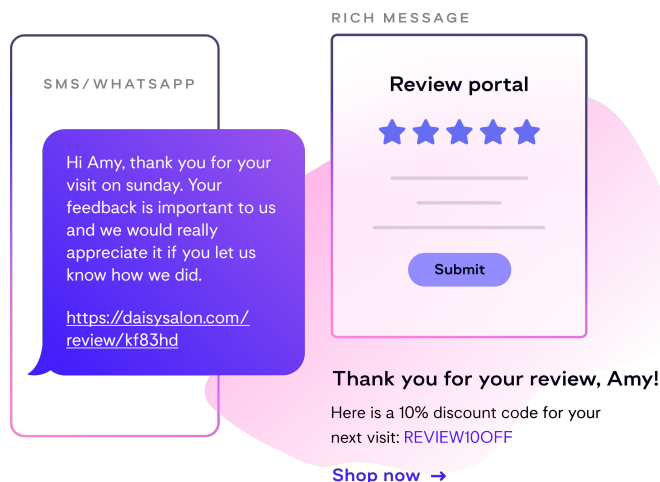
Great, we'll see you then!



## ✓ Rich message microsites

Enable all parties to come to a quicker resolution with on-brand microsites that are accessible via SMS and email. There, you can host dynamic forms that are unique to the customer's needs in order to gather important information, answer common questions, ask for feedback, and the list goes on.

Complimenting your contact center with Whispir's API ensures that agents are armed with the information they need to help customers succeed.



## ✓ Secure scalability

Leveraging AWS Cloud, Whispir clients benefit from best in class cloud security where they can safely and reliably store digital content. This means you have more room to scale and innovate, while maintaining a secure environment for importing, maintaining, and managing contacts, files, personalized images, etc.

## ✓ Automated customer journeys

A positive customer experience depends on two things: speed and personalization. Whispir allows contact centers to acquire and retain audiences through customizable and automated communication. This type of automation helps agents deliver quick and relevant information without having to manually intervene. Plus, it all but eliminates the term “after-hours.”

## ✓ Productivity analytics

With Whispir, your contact with customers won't go unnoticed. Our all-in-one communications platform gives you access to real-time data and analytics to help streamline conversations, reduce redundancies, and create an efficient customer journey that gives productivity back to your team.

**Contact centers integrated with Whispir include:**



# Whispir gives you the tools to better connect with customers



## Call deflection to self-serve

Increase productivity by reducing the load on your call center agents by empowering your customers with online self-service tools and unique forms. Whispir's rich message microsites make it easy to build and send forms to your customers via SMS, push notifications, and email. **Types of forms you can create include:**

- IT support: password reset requests
- Outage notification
- Local government services: i.e., trash collection, hazard reports, surveys
- Private sector services: i.e., car breakdown assistance
- Appointment booking and calendar confirmations
- Employee onboarding



## Personalized call escalation

Easily transition ongoing communications to video chat to provide a more personal and dynamic customer experience. You can also record a voice message to handle peak loads and after-hour demands. **Benefits include:**

- Allowing onsite technicians to work directly with customers in real-time to quickly resolve issues
- Reducing customer service call times for in-home customer appraisals
- Providing visual evidence for insurance claim assessments
- Manage after-hours support with escalation paths
- Detect high priority calls from voice message content



## Post-call workflows

Automate actions and follow-ups to provide a better post-call experience to keep conversation chains efficient and organized. **Post-call automations include:**

- Reminders to upload documents to support a customer application
- Information on medical checklists required prior to an appointment
- Billing reminders after confirming payment date





## Easy content distribution

Send rich content, such as training material, in a more engaging format so that recipients actually connect with the essential information they've been provided. **Rich content you can send out includes:**

- Reference material to assist a customer when setting up a new device
- Online warranty registration post-purchase
- Updates on power outages

# Customers that trust Whispir as their CCaaS of choice



### ANZ Bank

ANZ Bank has 1,000 agents and has created over 200 templates on the Whispir platform to drive personalized digital engagement experiences via SMS with current and potential customers.



### SA Water

SA Water leverages Whispir SMS to forward voicemails to on-call agents after the help desk has been closed.



### RACQ

Whispir allows RACQ clients to request roadside assistance and helps RACQ facilitate dispatch assistance.





# A better customer journey starts here

At Whispir, we aren't successful unless you are. Our approach to partnerships encompasses:

- Drive additional revenue opportunities through additional services for CCaaS platforms
- Grow additional revenue with referral and resell programs
- Reduce the number of resources you require to staff managed services
- Leverage dozens of resources – from channels to sales, pre-sales, marketing, technical support, and more
- Find the right solution with our 20+ years in the omnichannel comms field

## Meet with our Partner team

Ready to see what Whispir can do for you? Reach out to our team at [partnerships@whispir.com](mailto:partnerships@whispir.com) and we'll get you converting in no time.

Let's connect →



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**A human-to-human future**

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