

Qwest Notify

In today's fast paced environment, companies must have a quick, reliable and easy way to notify their customers of important information. Qwest® Notify service delivers a robust, multi-channel communications solution, providing your business with the power to easily deliver information by voice, e-mail, SMS message or FAX. Qwest Notify can provide automated notifications to your customers for a variety of events. Examples include appointment reminders, payment reminders and order ready for pick up, to name a few.

Qwest Notify has two different application options:

- Template Applications - pre-built defined applications, such as appointment reminder. All template applications use voice communications.
- Custom Applications – enables you to build on an existing template, or design a completely custom solution. SMS, e-mail and FAX applications are Custom Applications.

Qwest Notify Template Applications are a set of ready to use notification solutions that help you effectively communicate meaningful information to your end customers. Qwest's Notify Template Applications use highly effective and efficient, pre-defined scripting to meet the needs of companies that require a speed-to-market solution.

The advantages of using the Templates Applications are:

- Rapid speed of deployment
- Low start-up investment
- Minimal resource requirements
- Voice notifications

Custom Applications allow you to customize the template applications to fit your particular business need or to create a new functionality altogether. Custom applications are a good fit if you have the following needs:

- SMS, e-mail, FAX
- Voice applications that are outside of the template constraints
- Customized scripting
- Customer database integration

To create professional, customized applications, Qwest Professional Services is on hand to do the required custom application development work for you.

Other enhanced functionality options for Custom Applications include:

- Call recording
- Database look up
- Transfer option (bridging to an agent)
- Professional services
- Voice talent

Qwest Notify makes it fast, easy and cost effective to provide a value-added service that enables your business to connect with your customers.

NOTIFY'S PRE-BUILT TEMPLATE APPLICATIONS INCLUDE:

Order Received - notifies customers that their order was received. By anticipating customer order status inquiries, businesses will substantially reduce costly inbound calls and improve overall customer satisfaction.

Order Delayed - notifies customers that there is a delay in processing their order. By proactively communicating an order delay, this solution will allow businesses to deflect costly inbound order status inquiries and improve overall customer satisfaction.

Order Ready for Pick-up - notifies customers when their order is ready for pick-up at their preferred store location. By proactively notifying customers that their order is ready, businesses will improve top line revenues, deflect inbound calls and reduce restocking costs.

Return to Stock - notifies customers when their order has not been picked up at their preferred store location and will be returned to stock soon. By proactively notifying customers that their order will no longer be available for pick-up after a certain date, businesses will increase the number of orders picked up and reduce restocking costs.

Order Shipped - notifies customers that their order has shipped. By anticipating customer order status inquiries, businesses will substantially reduce costly inbound calls and improve overall customer satisfaction.

Appointment Reminder - notifies customers to remind them when they have a scheduled appointment. By proactively contacting customers, businesses will reduce appointment no-show rates and achieve maximum resource utilization.

Appointment Reschedule – notifies customers when they have missed an appointment and provides them with the opportunity to reschedule. By proactively contacting customers, businesses will reduce inbound calls and achieve full resource utilization.

Payment Reminder - notifies customers when a payment is due on their account. By proactively contacting customers with this important information, businesses will reduce collection costs and protect your annual revenue.

Payment Confirmation - notifies customers that their payment was received. By proactively contacting customers, businesses will substantially reduce costly inbound calls and improve overall customer satisfaction.

Cancellation Avoidance - notifies customers when their payments are critically past due and their service is at risk of cancellation. By proactively contacting customers with an urgent message, businesses will recapture lost revenue and reduce collection costs.

Welcome Call - notifies new customers when they start a new service. A welcome call confirms to customers that they have successfully subscribed to the services. By proactively contacting customers, businesses will experience increased customer satisfaction and full utilization of resources.

Notify voice, e-mail, SMS or fax messages may be delivered from any domestic U.S. location to recipients within the North American Numbering Plan in the United States and Canada. Service may not be used for emergency notifications or for emergency services. A one year term of commitment is required. Other restrictions may apply.