

## Customer Service Applications

### Deliveries:

Clients use SoundBite to confirm deliveries of home goods to its customers. Sending Interactive Voice Messages (IVMs) to remind them of the scheduled delivery are appreciated by the customers, and they help to ensure that someone is home when the item is delivered—**providing tremendous time and cost savings!**

### Field Service:

A utility company sends out IVMs to its customers who require service to alert them of the date and time when a service representative will arrive at their home. The **interactive calls can save the company millions of dollars** by reducing the number of “not home” visits.

### Customer Satisfaction:

A broadband company uses SoundBite for customer satisfaction and retention purposes. When a customer orders a new service and after it is installed they receive a SoundBite IVM asking them about their experience with the installation. If they were satisfied, the customer could direct connect back to the contact center to obtain resolution. **Survey shows a high level of customer satisfaction and reduced churn!**

### Shipment Confirmation:

Catalog companies send SoundBites to its customers to notify them when the item they ordered was shipped. This **significantly reduces the number of inbound calls** to the call center. In addition, customers are receptive to the shipping notification

and are **more likely to order from the company again!**

### Welcome Call:

A financial services company sends out SoundBites to its new credit card customers to welcome them and to explain the benefits of using the card. The welcome call helps **reduce inbound call volumes** from new customers with questions, and **ensures the card is used more often than other cards.**

### About SoundBite Communications, Inc.

SoundBite enables your business to deliver personalized, interactive voice messages to millions of customers. With SoundBite, you can reach your customers with timely, personalized communications and empower them to respond immediately with our leading interactive voice response capabilities or opt-in to be connected directly to a live agent.

- SoundBite is used today by hundreds of Global 2000 companies to dramatically improve customer retention, cross sell new services and improve collections.
- SoundBite is a full service ASP and can have your campaigns up and running in days.
- With SoundBite, you can report on the success of your campaigns in real-time and continually update and improve your campaigns in minutes.
- SoundBite applications have demonstrated incredible and immediate ROI.