

## Positive Feedback from Customers on Interactive Voice Messaging

- More personalized messages makes them feel like they are important to the company and not just another customer or account
- Elimination of annoying pauses at the start of a call and/or clipped, hard-to-understand messages
- Customers appreciate being notified of issues that require them to take action so they can resolve any problems
- Being informed of product status or new product offers that are relevant to them
- Ability to monitor accounts without having to log onto a computer
- Provides flexible options to either directly speak to a customer service representative to resolve issues, make payments, etc. or go through automated system
- Clear, concise messages left on answering machines with easy-to-follow instructions for the call to action
- Messages in their native language so they are easier to understand

## SoundBite Expertise

SoundBite has completed tens of thousands of campaigns and sent millions of messages for hundreds of companies. With SoundBite's vast experience, we implement industry best practices for delivering the most effective calling campaign strategies that maximize response rates and improve call center efficiencies.

## What Customers Are Saying ...

*"It's a convenient way for me to find out about new products or services that are specific to what I need and would be interested in."*

*"I've been impressed with the quality and personalized nature of these calls which make it more likely that I will respond to them."*

*"It shows that the company cares about their customers and take pride in their level of customer service."*

*"It's great to know that if I forget to send in a payment, they will notify me and give me the options I need to stay current on my account."*

## About SoundBite Communications, Inc.

SoundBite enables your business to deliver personalized, interactive 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 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.