

# product / solution: voice messaging

## Voice Messaging

Text Messaging

Email Marketing

Targeted Mail – RPM

Call Capture & Return

Data Enhancement

Data Integration

Data Segmentation

Live Chat

Loyalty Programs

Online Scheduler

Personal Web Page (PURL)

Preference Manager

Web Return

“Delivering personal communications from a voice of authority is working in more ways than one - driving business, loyalty and increased customer appreciation!”

Paul Cleaver  
President  
Freedom Dodge Chrysler Jeep

OneCommand's **Voice Messaging** solution is designed to provide timely, relevant and professional communication from a voice of authority at key points in the consumer's life cycle. It is simple, effective and most importantly, automated. These voice messages can be triggered by specific parameters from the business database and can also be broadcast simultaneously on a larger scale.

Today's fast-paced business world leaves little time for true, personal interaction with customers. Whereas decades ago a business owner took a hands-on approach to customer follow up, the time to do so is simply not available in the current business environment. Today's consumers are lucky to hear from a secretary, and more frequently hear from a live call center tasked with the follow up for thousands of other businesses. Voice messaging brings back a level of personal interaction that is so often missing.

### Benefits of Voice Messaging

#### Improve Customer Satisfaction

Being proactive regarding the customer's experience will not only provide the opportunity to ensure that all needs and expectations were exceeded, but also the chance to address any shortcomings immediately.

#### Guard Your Brand

A timely, relevant, consistent and professional message delivered from the voice of the authority helps to ensure that every communication is held to the high standards that your brand and image demand.

#### Drive Loyalty & Retention

Regular and personal communication to the customer throughout the LifeCycle greatly increases the opportunity for repeat business.

#### Increase Revenue

Satisfied and informed customers will visit more often and spend more money.