

# Reach out to customers before they even need you



Voxai Proactive Engagement solution powered by Genesys Digital Customer Engagement platform lets you preemptively deliver secure, intelligent notifications that increase customer satisfaction and reduce contact center costs.

Voxai Proactive Engagement enables you to send relevant information and reminders to customers in their preferred channel and allows them to respond quickly and easily in the same channel.

With intelligent, proactive notifications, you can create more personalized experiences that motivate customers to complete actions that serve their needs while improving your most important business metrics. And you can do it all safely, knowing that robust compliance controls and highly secure Genesys cloud infrastructure will protect your customers and your business.

## Keep your customers in the loop

## BENEFITS

### A simple way to reach more customers in a quick time.

Voxai's Proactive Engagement solution helps you deliver compliant, secure communications that get results.

- Increase Efficiency
- Improve Customer Satisfaction
- Drive Revenue
- Reduce Call Volumes
- Support Compliance
- Protect customer data

## Customer success examples

### Major Utility Provider in NA:

Alert/Remind solution produced 94% message delivery rate; reduced average handle time by 32%

### Leading Energy Firm in Puerto Rico:

Increased collections monthly payment rates by 9%;

## What you get with Voxai's Proactive Engagement

Send alerts and notifications that increase engagement and enable action.

### Two-way conversations

Let customers reply to messages in the same channel, starting a two-way conversation with a virtual assistant or live agent to get the support they need.

### Message on demand

Gain reliable critical communication coverage before, during, and after unplanned events, emergencies, or planned situations such as service changes, updates, or outages.

### Information and reminders

Engage customers and encourage them to act by sending essential notifications such as order status changes, delays, payments due, appointment reminders and follow-up messages, fraud notifications, and more.

### Collections

Enable customers to engage with the collections process more effectively, helping you to increase collection rate and reduce operational costs.

## KEY SOLUTION FEATURES

- Fast deployment with minimal IT involvement
- Personalized interactions
- Context-aware conversations
- Relevant, actionable messages