

Protus Voice Every Call Counts

Notification & Reminder Solution

Overview

Build greater customer loyalty and satisfaction. With Protus Voice, you can keep customers informed and up-to-date by delivering timely voice notifications and reminders.

Use Protus Voice to remind customers of an appointment, validate a confirmation, or notify them of an event change, time change, service or product update.

Key Benefits:

- ▶ Significantly reduce appointment "no shows."
- ▶ Send delivery reminders and order status updates.
- ▶ Improve customer care follow-up and increase customer satisfaction.
- ▶ Update waiting lists with cancellation announcements.
- ▶ Differentiate your business with an innovative voice message service.
- ▶ Reach your customers with important message updates and capture key relevant feedback.

Every voice message to your customers counts, and Protus will help you reach a new standard in customer satisfaction and loyalty. You'll also reduce costs and complete more business transactions.

Protus Offers your business:

- ▶ Complete, end-to-end voice solution
- ▶ Highly competitive volume connect capacity
- ▶ Unmatched service reliability



Protus Voice - Notification and Reminder Solution

Protus Offers your business:

- ▶ Accessible, friendly customer service
- ▶ Knowledgeable customer support
- ▶ Unbeatable value
- ▶ Compliancy adherence measures

Features:

Easy, web-based campaign management

Create, schedule, launch and track your voice campaigns using the Protus Voice easy-to-use, self-serve website.

Unlimited voice message recording

Record your voice messages with Protus Voice or upload your pre-recorded sound files.

Flexible voice message controls

Allow customers to replay messages and opt-out of campaigns. Capture receipt confirmations.

Adjustable date/time delivery

Schedule your voice calls and reach your audience at a date/time when they're most receptive.

'Hot Key' call transfer to a live operator

Embed hot keys in your voice messages and let customers reach a live operator by pressing a button. Transfer to a phone number of your choice.

Smart answering detection - machine & voice

Setup your campaigns to reach answering machines only, live-answer only, or a combination of both.

Flexible call list management

Benefit from centralized list management. Create lists using industry-standard Microsoft® Excel, Access or ASCII comma delimited files.

Interactive surveys and questionnaires

Create interactive voice questionnaires to get instant feedback from customers. Track progress and view results online.

Comprehensive, real-time reports

Ensure maximum return on investment (ROI) with live campaign reports.

Instant results online

Get instant real-time access and immediate online reporting of campaign results.

Automated do-not-call & opt-out management

Respect customer privacy with automated do-not-call management, opt-out processing, and scheduled allowable-hours calling.

Secure XML for System Integrators and Value-Added-Resellers (VARs)

Complete, documented and secured API to ease custom development.

About Protus

Protus IP Solutions – a high-growth application service provider – offers value-added voice, email and fax messaging services to businesses around the world. Our customers are involved in every industry sector, including finance, insurance, real estate, pharmaceuticals and retail. Whether they use our services across the company or for key operational requirements, our customers rely on Protus to simplify their voice, email and fax communications. We help them reach customers more effectively, process documents more efficiently, and access information with greater speed. Protus solutions are sold both directly and through a network of worldwide partners, including major service providers.

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