

Do you want to provide the most amazing CX with no extra effort for your customers or Agents?

Today its not enough to be great. You have to be ahead of customers.

**KNOW WHAT CUSTOMERS WANT. DELIVER IT TO THEM FIRST.**

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### 1. KEEP YOUR CUSTOMERS INFORMED

**Let them know what's going on!**

remind them of due dates of payments, delivery times. People just want to be kept in the loop, they don't want to chase you.

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### 2. IMMEDIATE FEEDBACK

Find out what your customers are thinking. Place an outbound call directly to them after they have used your services / received your products.

There's no people involved, ensuring total honesty as there is no emotion involved. Ensuring you get an instant, accurate picture of how they feel about you.

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### 3. LARGE-AUDIENCE MESSAGES

What happens if you have a disruption in your company? Do you get flooded with angry calls?

Automate this information and place it in an outbound message. Customers receive the relevant info, and there is less angry calls into your contact centre.

# 4 REASONS TO BECOME PROACTIVE

### 4. EXCLUSIVE OFFERS

You have the most amazing offer on your product today. How do you tell your customers? Most advertising is expensive and hard to track.

Place a personalised outbound message to your customers to let them in on the secret.

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Personalised ProActive messaging boosts customers loyalty, encourages them to buy and all offers can be tracked easily and in real-time.

Great for you & your customers!

## CONTACT US

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