



voicejunction

>>advanced voice broadcasting solution

what is voice broadcasting? response management

A Voice Broadcast is a pre-recorded message that you send to your customers via their telephone.

Compared with other forms of contact such as paper mail shots or websites, voicejunction is considerably cheaper and more effective. Typically you can achieve more than double the response of paper based campaigns.

what would voicejunction do for you?

voicejunction has had proven success in the public sector by helping revenues and benefits teams improve their efficiency; contact rates of up to 90% success have been achieved. Voice broadcasting can target your customers:

- Clearly and concisely
- Quickly and effectively
- Efficiently
- Greener - no paper, no printing
- Cheaper

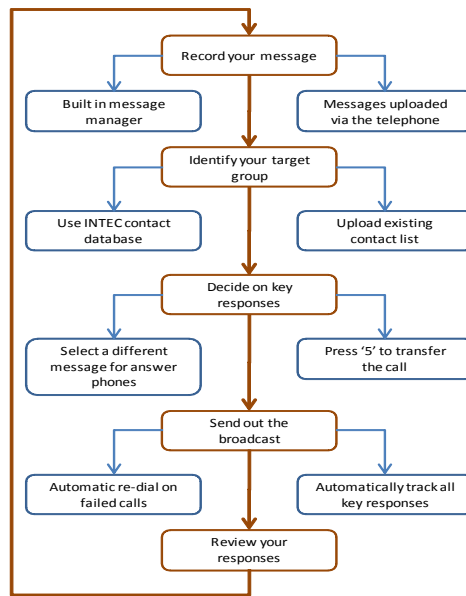
need a contact database?

INTEC has a comprehensive contact database with over 16 million names, addresses and telephone numbers.

This data can be broken down and supplied for specific areas to allow contact with the maximum number possible in the desired area.



voicejunction is a complete broadcast management solution that allows you to track your campaign every step of the way. With instant delivery reports available through our online analysis portal, results can be viewed instantly.



record your message

Uploading your voice message could not be easier. Simply call the designated phone number, enter your pin and the message is uploaded directly into your broadcast.

identify your target group

Existing contact lists can be uploaded quickly and easily through the simple interface.

decide on key responses

When conducting a survey, callers can use their keypads to register certain votes. All responses are recorded in real time.

send out your broadcast

The web based system doesn't have any on-site installation. This means that your broadcast can be created and distributed in minutes.

designed for:

- Revenues & Benefits
- Public Information
- Voice Risk Analysis
- Customer Satisfaction Surveys

successful projects

INTEC are happy to help you run your projects and this has proven very successful with our customers so far.

vra efficiency

The main factor affecting the success of your VRA call is speaking to the customer. The introduction of a simple voice broadcast detailing the time and date of your call has proven to increase the percentage of calls actually answered.

"Trial 1 - So we had a 70% success rate on the voice messages which I think is really positive... rather than adopting our usual 'cold calling' methods."

"Trial 2 - Again this week we trialed voice messaging with the same message as last week... with 90% of customers answering."

Chantelle Hands, VRA Team Manager
Coventry City Council

customer survey

Fife Council have successfully used voice broadcasting to gather community feedback, in targeted areas, on the recent anti social behaviour clamp down. This proved to have a much higher response rate that a typical paper questionnaire.

contact the sales team

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 E-mail sales@intecpublicsector.com
 Web voicejunction.co.uk

un-occupied properties

Preston City Council undertook a project that involved matching their own 'unoccupied properties' list with our contact database. This found a high number of the properties had registered land lines.

INTEC then carried out two separate broadcasts at different times of the week to identify any properties where someone answered the phone.

A detailed report was produced and sent to the revenues team showing which addresses had a positive hit on one or both occasions. The following investigations found 22 properties that were occupied or where work was in progress to allow the owners to move in.

With an average council tax bill being around £1,300, this project helped identify £28,600 worth of revenue much quicker than random property inspections.

revenues and benefits

For local government, voicejunction will allow you to contact constituents within your area. This could be to advise them of such things as benefits entitlement and council tax discounts. Reminders for refuse collection or advice on home insulation grants could be easily sent out.

review your responses

The built in reporting facility allows you to monitor:

- The key responses chosen
- The length of each call
- How effective your message was
- Cost and remaining credit

With the built in transfer system a customer can be passed directly to your service centre.



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key features & benefits

Feature	Benefit
Use of up to a thousand ISDN phone lines	Allows large numbers of calls to be made at any time. Unlike direct mailing, the internet or cold calls, people generally respond better to messages.
Multiple communication methods	As well as voice broadcasting, voicejunction allows you to send mass e-mails, text (SMS) and faxes to ensure your message reaches your entire customer base.
Online analysis	The voicejunction system allows online reporting and tracking of all calls made (with date and time), dialing errors with incorrect numbers, customer options selected, time spent on calls, and costs.
Contact database and household information	Where you have the need to contact a whole area and may not have the contact details, INTEC provide details of names, addresses and telephone numbers in your requested location. With access to data from over 16 million UK households, INTEC can provide call details allowing targeting of people who you may not have contact information for.
Identify call recipients	You can broadcast a different message depending on whether the call is answered 'by a human' or by the answer phone.
User friendly recording system	New voice messages can be recorded over the phone and uploaded onto the internet within seconds. This means you can ensure the most up to date information is sent every time.
Integrated call transfer solution	voicejunction has built in transfer options that allow your customers to be passed directly to your customer service team; hence increasing your response rates.
Key response reporting	When adding keypad responses to your calls, voicejunction will record each contact's selected option and transfer the call to the desired phone number, where applicable.
Internet based system with no installation time	The fact that the system is entirely internet based means that broadcasts can begin within minutes and distributed straightaway.
Easy call list management	New contact numbers can be added quickly using our simple user interface, or you can import existing lists from common files such as Microsoft Excel®, Access® and CSV.
No paper, no printing	By reducing the paper marketing and form delivery you are reducing your own carbon footprint whilst saving time and money in delivering your message.

For in depth information about voicejunction and how it will benefit you and your organisation, visit our website at www.voicejunction.com

Other products in our portfolio:

- informbenefits Online claims and mobile working solution
- insearchintelligence Data Profiling, Matching, Analysis & Reporting
- incheckprotector Potentially Violent Person Database
- incaseintelligence Corporate Case Management
- incasebenefits Benefit Fraud Case Management
- incaseasbo Anti-Social Behaviour Incident Management