

MESSENGER

Automatic dispatch of emails, faxes, SMS messages

Try it now for 4 weeks without
obligation!

www.4Com.de

4Com
Service. Productivity. Provider.



MESSENGER

SOLUTION

BENEFITS OF THE 4Com MESSENGER

- **Easy bulk mailing/single dispatch of messages**
With the 4Com Messenger you can automatically send messages via contact channels like email, SMS, voice and letter – either as single dispatch or bulk mail – with only one tool. Personalized dispatch is also possible, as well as integration of self-services in the voice channel. Each channel can be contracted separately. A recipient can be contacted through multiple channels in sequence.
- **Simple operating concept**
The solution works cloud-based and can be used multi-site with high capacity and performance. Online reportings and the Online Monitor show you the success of your dispatch actions.
- **Safe implementation**
You use simple bulk mail interfaces via FTP and web upload. Accounting is done via the pay-per-use principle. Support, maintenance and updates are included.

In the Online Monitor you can track, stop and start the processing status of your jobs in real time.

Monitoring job and import identification							
Name	Import ID	Voice	Fax	SMS	Email	Status	Operation
<input type="checkbox"/> Order confirmation	<input type="checkbox"/> KW 8	✓	✓	-	✓	● <div style="width: 100%; height: 10px; background-color: blue;"></div> 236 / 325	
<input type="checkbox"/> Info user		-	✓	✓	✓	● <div style="width: 100%; height: 10px; background-color: blue;"></div>	
<input type="checkbox"/> Product info		-	-	-	✓	● <div style="width: 100%; height: 10px; background-color: blue;"></div> 483 / 612	
	<input type="checkbox"/> Interested parties					<div style="width: 100%; height: 10px; background-color: blue;"></div> 180 / 200	<input type="checkbox"/>
	<input type="checkbox"/> Repeat customers					<div style="width: 100%; height: 10px; background-color: blue;"></div> 303 / 412	<input type="checkbox"/>

Automatic message dispatch

It does not matter whether information is distributed to internal departments, announcements are sent to interested parties or confirmations are sent to customers: Messages via email, SMS, voice mail, fax or letter are only successful, if their dispatch is as quick as it is reliable. The 4Com Messenger meets these requirements.

Area of application

You want to reach a large number of recipients via voice mail, email, SMS, letter or fax? With the 4Com Messenger an automatic and web-based solution is available for this. Every contact channel can be individually contracted; the same applies for the reception of messages. The 4Com Messenger can be used cloud-based, accounting is done via the pay-per-use principle. This means that you only pay for what you use. The system offers you a wide range of applications, for example for sending information to internal departments or branches in case of maintenance, system malfunctions or actions. Or you can use it for announcements to customers, for example for deliveries or collections or for sending confirmations, offers or contract documents. More applications are automatic reminder calls, dispatch of product information as well as inquiries of interest.

The web interface

You easily configure the desired and contracted contact channels – voice (for voice mail), email, SMS, fax or letter – via the web interface. You can create any number of Messenger jobs within one channel. Also, the integration of multiple channels for one job is possible.

Data import and export

In the default version, a text template is defined per job for every

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ADDITIONAL OPTIONS

channel. Alternatively, you can import the text templates together with the recipient data. You can enter any number of text modules for every channel. A document preview is possible for letter, fax and email.

The data import takes place via web upload or the FTP interface. For single dispatch, the data import takes place via an email interface or the 4Com Professional Client. You can upload voice mails into the system via web upload or you can use the integrated text-to-speech (TTS) function. All relevant settings for the dispatch like channel order, repeat calls or time windows are made via the web configuration. In the Online Monitor you can start and stop the individual jobs and track the current processing status. And the online reporting provides detailed information about every individual job and its processing status. Incorrect records are then provided in an FTP folder.

Personalization and interaction

Messages can be personalized in all channels as an additional option. You can import data fields together with the address data. Also personalized email attachments (PDF) are possible. You can send voice mails enabling the called person to be

directly connected to a user. Alternatively, the called person can be routed to an automatic customer survey by 4Com or to another individual 4Com self-service. The integration of external data sources and databases is possible.

Tip: We produce professional announcements for your voice messages.

Integration with other 4Com solutions

The 4Com Messenger is fully integrated into the 4Com Suite.

- In combination with the **4Com Outbound Manager** the previously defined data fields are automatically taken from the desired campaign – for example, for a more productive confirmation dispatch.
- You integrate the Messenger in the **4Com Multichannel ACD** and optimize the confirmation dispatch after an inbound contact. You can perform detailed evaluations with the **4Com Cockpit**.
- 4Com offers also modules for fax and voice reception via mail boxes – also possible with **4Com Service Numbers** – for receiving SMS messages with uniform speed dial and keyword as well as email and letter reception.

GENERAL CONDITIONS

Security

The 4Com systems are located air-conditioned, fitted with exterior protection, secured with an emergency power supply and password protected within the central networks auf our partner carriers. Every single system operates self-sufficiently. Check routines ensure an extremely high level of availability.

Encryption and data protection

Access to the websites of the 4Com Messenger as well as data import and export are password protected with 256-bit SSL encryption. 4Com assures its customers data privacy according to the "4Com Privacy Policy with Data Security Policy for Principals" and signs the appropriate statements on request.

Support and maintenance

The monthly base fee includes the full hardware and software maintenance of the 4Com Messenger. You are provided with a 24 hour hotline for reporting malfunctions with a defined reaction time of 30 minutes. We ensure a smooth around-the-clock operation. Set-up support enquiries can be made free-of-charge during normal office hours.

Capacity

4Com provides sufficient capacity for each 4Com Messenger customer according to their instructions. The capacity is up to 2,500 faxes and calls per hour in the default configuration. Also the email dispatch (100 Mbit connection) and the SMS dispatch (highest infeed rate and

reliability class) are very performant. Letters are printed by lettershop and sent via the Deutsche Post AG.

Updates

The 4Com Messenger is being continuously developed. Several times per year you will automatically receive updates with new functions. Any functions requiring payment are optional.

Contract period

Unless otherwise agreed, the period of notice for the 4Com Messenger is 14 days to the end of the month.

07/2016

CREATING SERVICE EXCELLENCE

As an innovation-driven company 4Com designs all-in-one solutions to optimize service contacts. We commit ourselves completely to our customer needs since 1994. The web-based modular designed and multi-site solutions are available via the cloud, or on-premise via the private cloud. Our customers leverage the pay-per-use-principle without investment risks. Maintenance, support and regularly updates are included in the monthly basic fee.

The technical implementation of workflows and processes is committed completely to our customer needs. As we are focused on technology, our highly specialized software engineers and developers perform and design customizations in due time.

Furthermore we focus on user-friendly and optimized web interfaces. Our customers may configure and modify the settings in order to meet new challenges in a timely manner. As part of our "joint administration-concept" our solution architects are the direct contact for all issues - such as change requests, queries or adjustments.

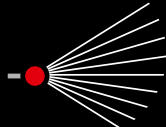
4Com SUITE

- Multichannel ACD
- Outbound Manager
- Email Management
- Service Numbers
- Cockpit
- Screen & Call Recording
- Customer Feedback
- Workforce Management
- Messenger
- Self Services
- Multimedia Wallboard
- Co-Browsing
- Social-Media Integration
- Customer Data Manager
- IVR
- Corporate Call Assistant
- Audio Production

Customers who benefits from the 4Com Messenger choose also:



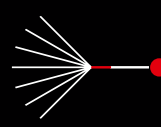
**OUTBOUND
MANAGER**



**MULTICHANNEL
ACD**



**AUDIO
PRODUCTION**



**SERVICE
RUFNUMMERN**

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