

Press Release

Ydilo launches its new solution for multichannel notifications between enterprises or organizations and their customers

Ydilo Multichannel Notifications delivers company-generated automated alerts, notifications and reminders individualized to each user across different communications channels

Madrid, 25th September, 2009.

The innovative Ydilo Multichannel Notifications solution automates alert and notification management for all sorts of customer services, from medical appointments or refills, vehicle maintenance or annual tests for road worthiness and safety, outstanding payment reminders, subscriptions, through to commerce and ticketing orders. As different end users prefer to communicate in different channels such as over the phone, via SMS, e-mail, web or fax to name a few, these services must be delivered across multiple channels. This kind of solution makes it easier for companies and organizations to better manage personalized customer relationships with their consumers and users across different communications interfaces in a consistent and uniform way.

To achieve this, this Ydilo solution makes the most of the existing state-of-the-art technologies in the voice through speech recognition, SMS, e-mail and fax communications channels for this purpose and integrates with the enterprise back-end systems in place for customer relationship management.

Companies and public organizations of all sorts will be able to increase the value of the services they offer their clients by optimizing interactive communications through automatic and personalized notifications, reminders and alerts in a variety of formats. End users can both receive their alerts and notifications in their preferred channel, and directly interact with the company through their interface of choice.

Ydilo has drawn upon its years of expertise across diverse business sectors delivering customer services solutions that operate in or integrate with several channels. Ydilo Multichannel Notifications is able to offer the best possible user experience which is consistent across all channels via dialogue and communications interfaces designed to be intuitive and user-friendly.

Ydilo Multichannel Notification is designed to be easy to configure and adapt to each company's or organization's requirements for proactive communications to bring services of increased value to consumers and users. At the same time, the solution also makes it simple for companies to personalize notifications and alerts to each individual.

Smooth real-time integration with back-end enterprise systems in the Ydilo Multichannel Notifications solution makes the most of the existing information on the user preferences and profiles and also tracks, feeds and updates company systems with the latest data on contacts with users undertaken. Ydilo Multichannel Notifications also integrates tightly with other automated speech-enabled Ydilo solutions based on natural language recognition for managing debt collection, appointments or telco care among many others. This solution also integrates with other means of communications already in place between companies and their end users such as call centres and IVR systems.

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Companies can also take advantage of the comprehensive outsourcing services Ydilo offers for managing and operating their Ydilo Multichannel Notifications solution. In addition to minimizing their costs, companies do not need to take care of the technicalities of supporting the platform and multiple channels, nor make sure the right infrastructure and in-house expertise is in place.

Jerónimo Gómez, Director of Contact Center Solutions at Ydilo pointed out, “The Ydilo Multichannel Notifications solution offers an interesting return on investment that optimizes all customer services channels used. A solution that delivers relevant and personalized proactive notification opening up interactivity between users and their companies will increase user satisfaction, customer loyalty and a higher quality of customer services rendered.”

About YDILO AVS

Ydilo A.V.S. is a leading provider for managed services and advanced speech solutions with natural language recognition technologies. These leading-edge solutions have been internationally recognized for their high level of quality and usability.

Telecommunications operators, banks and other large enterprises reap the benefits of automated Ydilo customer care and value-added services. Currently, Ydilo operates more than 3,000 ports with natural language recognition attending over 150 million calls annually.

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