

AUTOMATED OUTBOUND DIALING AND SMS TEXT MESSAGING

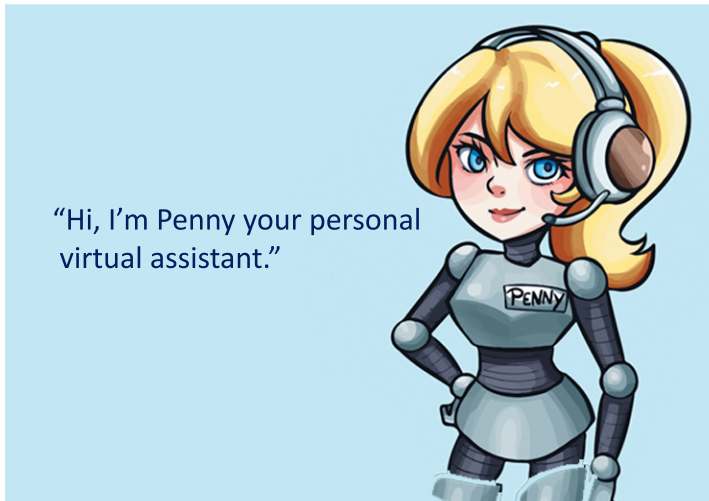


Technology based Service you can count on.

It doesn't always pay to reinvent the wheel, but sometimes it does, and this time around that wheel is your customer experience communications process.

JustPressOne offers automated outbound call and text messaging services for service job appointment reminders, part receipt notifications, address confirmation, scheduling job updates and much, much more.

As experts in outbound customer contact management, we understand the importance of strategically delivering the right messages to keep customers informed without the burden of office staffing.



"Hi, I'm Penny your personal virtual assistant."

Meet Penny, our personal, human-like virtual assistant. She can:

- Make repeated attempts to contact your customers with important updates until she reaches them; considerate, voice friendly, yet persistent.
- Deliver clear, complete, and personalized live person and voice mail messages in a language of your choice.
- Ask your customers questions and gather responses which are reported back to you. Ideal solution for post service surveys.

Our customers use Penny's services for many of the following notification types.

- Service call appointment confirmations and reminders.
- Informing a customer an appointment has been cancelled.
- Notifying customer parts have arrived and to call to schedule an appointment.
- Notifying customer their appointment has been confirmed and a tech will call when enroute.
- Notifying customer technician is running late.
- Notifying customer there will be a delay on a part order and they will be contacted when parts are received
- Calling customer to remind them to empty refrigerator prior to arrival.
- Calling and asking the customer to rate their satisfaction after the service call has been completed.

Getting Started is Easy! Penny can be configured and activated as your personal assistant in as little as a few days.
Call Penny today at 877-311-6602 for more information.