

You'll never guess who's calling

Use the power of your own voice to reach a large audience simultaneously

Create and deliver your message over the telephone with the help of touch-tone prompts. Or, record a WAV file using your PC for rapid upload over our Web Interface. List upload can be accomplished by submitting hard copy, uploading a CSV file through our Web Interface, sent to Xpedite via FTP or by using our list maintenance tools on our Web Interface. No matter which method you choose, voiceREACH messaging is personal, yet faster and more cost efficient than making multiple calls to individuals.

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VoiceREACH



“Hello, this is 123 Insurance. This is not a solicitation, but an important insurance message that requires your attention, we would like to inform you that your current car insurance is up for renewal. Dial zero to be automatically connected to our call centre and you will receive a 10% discount off your new insurance quote. Alternatively call us back at your convenience on 0800 456 7890 and quote reference #12345. Thank you.”

VoiceREACH is about more than just sending a voice message. Its interactive features, combined with you communicate strategically and creatively for superior results.

Use the voiceREACH Hot Key Transfer feature to send a message allowing your recipient to push “0” to transfer to your call centre or a dedicated number. voiceREACH sends your message simultaneously to all recipients and automatically handles redials of busy signals and non-answering numbers and receives removal requests. Detailed delivery reports indicate “Live” or “Machine” answers, full or partial delivery and calls transferred.

Eliminate time-consuming calls, save time, money and improve results.

Hot Key Transfer

Increase response rates of major campaigns by giving your recipients, who receive the call live, the option to press “0” at anytime during the broadcast to be immediately connected with a live operator at a regular or freephone number. Detailed reporting features give you valuable status information including connection reports and call length.

Intuitive Answering

For optimal effectiveness, set up your voice campaigns based on how your message will be answered. Record one message to play for an answering machine, and one that is expressly recorded for a “live” answer, and the voiceREACH system will deliver accordingly. Well-Timed Calling Options Reach your target audience at the right time. Send urgent messages right away or schedule delivery times with automatic adjustment for international time zones and blackout periods.

Text-to-Speech

Now it is easier than ever to personalise your voice campaigns. voiceREACH converts text-based information, such as names or account numbers, into speech that is automatically inserted into the voice message.

Compliance Officer Approval

Ensure that all your voice broadcasts are accurate. Messages recorded by an employee can be automatically routed to a compliance officer for approval prior to delivery.

Advanced Data Collection

Increase response rates by surveying your customer base with person-to-person voice communications. Recipients use their touch-tone telephone pad to respond and voiceREACH captures the data for online retrieval.

Professional Voice Talent and Scripting

Enhance the success of your voice transactions by taking advantage of our experienced voiceREACH team. They provide professional customer support and offer vast experience on how to get the best results from your voice campaigns.

About GNI

The GNI team draws from years of experience in the field of telecommunications & messaging. Our expertise is in understanding the needs of legacy & secure messaging with contemporary solutions. As markets and technology continue to evolve, GNI is able to assist both the SME & large corporate clients overcome these challenges. Outsourcing has helped many companies avoid wasted investments in technology and solutions that either continue to require investment or are too costly to manage and operate. In addition to our outsourced solutions we offer basic messaging services such as Telex & Fax at competitive rates.