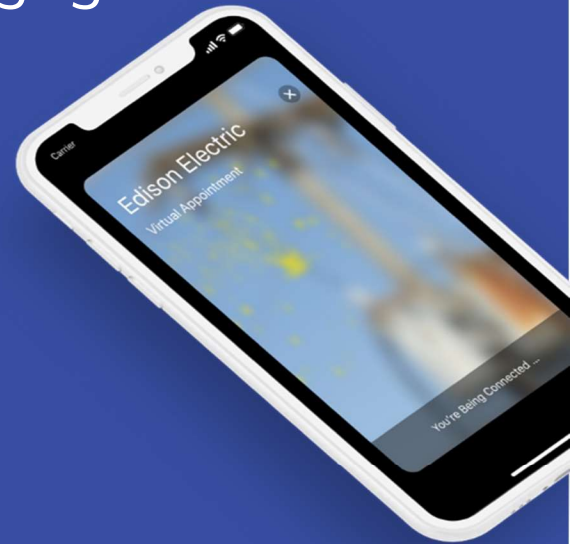


REACH

Effectively communicate and engage customers

REACH™ Preference Management achieves customer satisfaction by sending personalized, relevant messages in accordance with your rules and brand. It delivers emergent, regulated, and convenient two-way, intelligent communications that drive customers to action. REACH Smart Chat™ empowers customers to instantly act, pay, schedule, or interact with your organization.



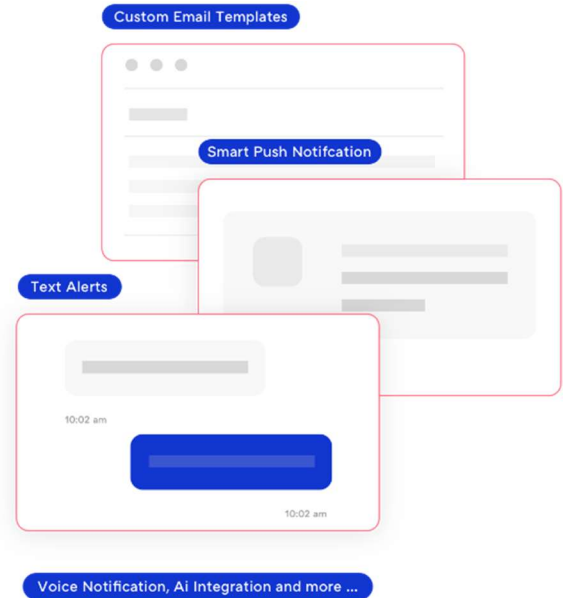
TRUSTED BY:



Personalized communications

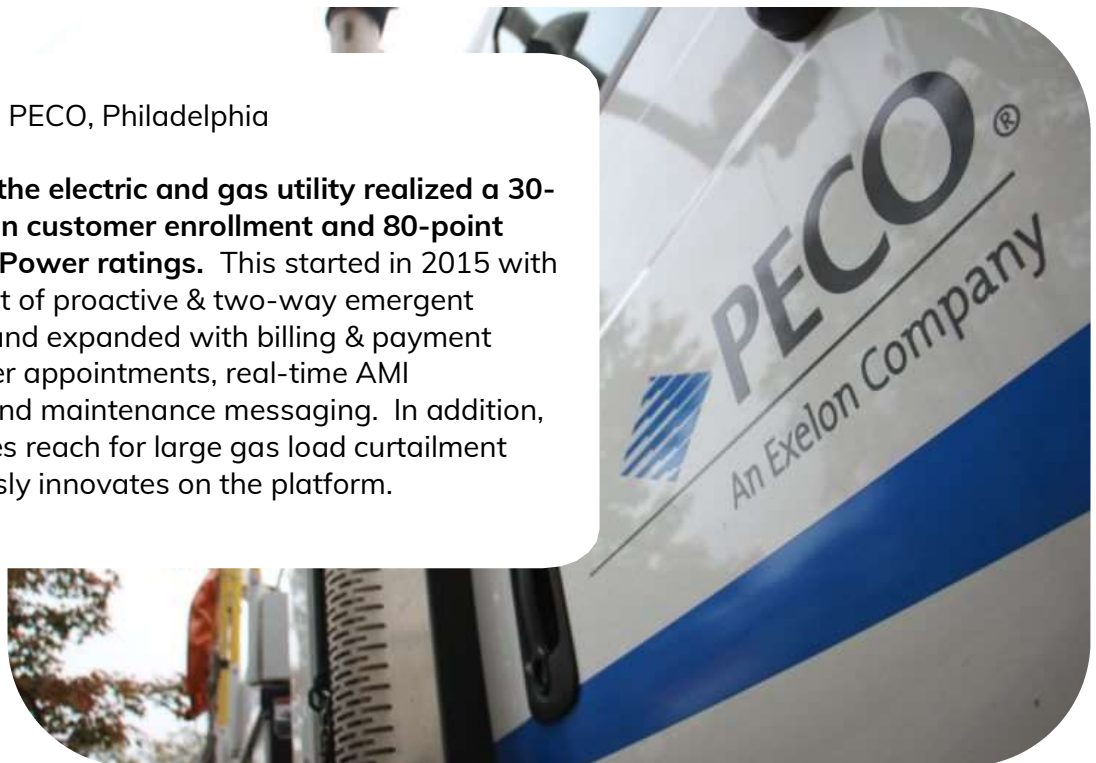
REACH customers and employees instantly with relevant, timely omnichannel messaging to inform and invoke calls to action. Integrate with information systems and external services to create seamless, automated interactions across the organization.

- ✓ Emergent, volume messaging
- ✓ Configurable rules and templates
- ✓ Leverage data analytics
- ✓ Text, email, voice, social, surveys, virtual badges, and IoT
- ✓ Outages, leaks, billing & payment, appointments, usage, marketing



CASE STUDY: PECO, Philadelphia

With REACH, the electric and gas utility realized a 30-35% increase in customer enrollment and 80-point increase in JD Power ratings. This started in 2015 with the deployment of proactive & two-way emergent outage alerts and expanded with billing & payment alerts, customer appointments, real-time AMI notifications, and maintenance messaging. In addition, PECO leverages reach for large gas load curtailment and continuously innovates on the platform.



“During the Riley and Quinn storms in 2018, enrollment increased by 100,000. AGENT511 did a terrific job of handling it all flawlessly with almost no customer complaints.”

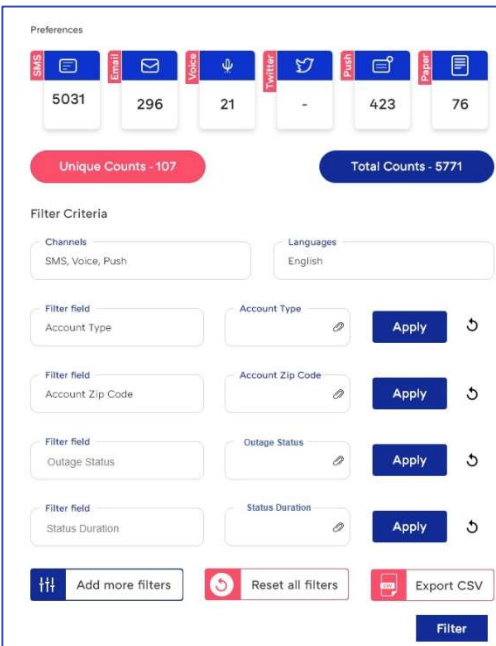
Kurt Sontag, eChannels Manager, PECO



Customizable data applications

Deliver engaging omnichannel communications such as severe outage alerts and leak notifications.

- ✓ Leverage cloud data and analytics in workflows
- ✓ Configurable interfaces and rules
- ✓ Dynamic templates and extensible channels create personalized, relevant communications



Preferences

Channels: SMS (5031), Email (296), Voice (21), Push (423), Paper (76)

Unique Counts - 107 | Total Counts - 5771

Filter Criteria

Channels: SMS, Voice, Push | Languages: English

Filter field: Account Type | Account Type | Apply

Filter field: Account Zip Code | Account Zip Code | Apply

Filter field: Outage Status | Outage Status | Apply

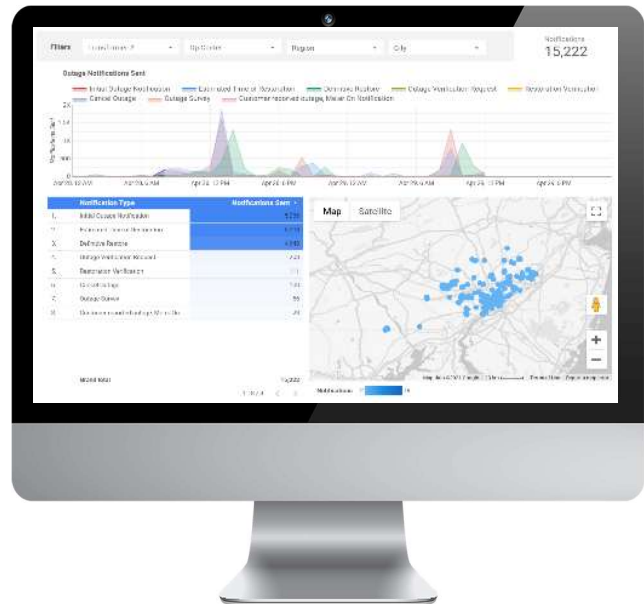
Filter field: Status Duration | Status Duration | Apply

Buttons: Add more filters, Reset all filters, Export CSV, Filter

Two-way Smart Chat

Engage customers with AI automation, IVR, and live chat. Create self-service that alleviates congestion while offering a convenient path to live agent chat.

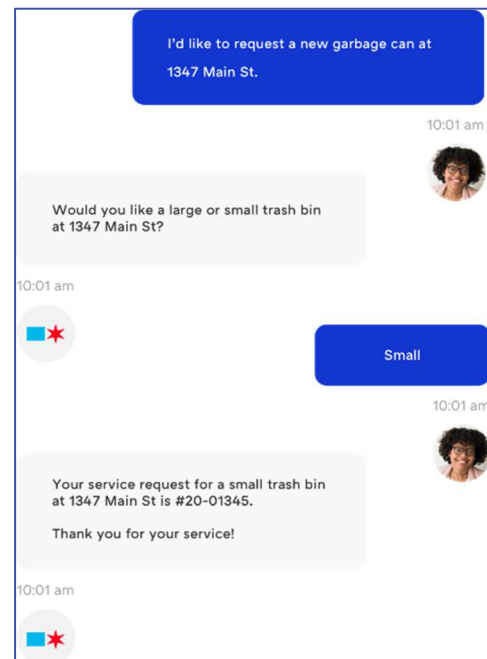
- ✓ Configurable workflows and templates
- ✓ Pre-built utility AI dictionary
- ✓ Use TEXTBLUE™ browser chat or integrate with third-party CRM platforms
- ✓ Text, IVR, web, and social chat



Ad hoc instant communications

Address gaps in the customer journey by quickly segmenting customers to deliver timely information.

- ✓ Author, approve, and save templates
- ✓ Partition lists based upon data analytics such as power or payment status, type, and location
- ✓ Shortened links, wallets and calendars
- ✓ Dashboard to schedule notifications and results



TCPA regulatory compliance

Integrated ENFORCE™ engine applies your business logic to customer interactions to maximize satisfaction, TCPA and DNC legal compliance, and customer privacy.

- ✓ Orchestrates carrier and customer portability
- ✓ Filters blocked customers
- ✓ Consolidate opt-out events across siloes

Specifications

Integration

Preference and Messaging API
Secure ReST/JSON/web hook
Scheduled S/FTP
CIS/OMS/AMI/CC&B/SAP interfaces

Templates & rules

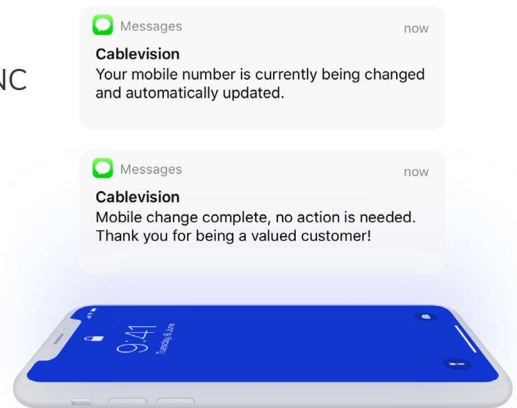
Multilingual with flexible fields
Customizable
Storm mode and surveys
Quiet hours, default channels, thresholds

Programs

Unplanned and planned outages & leaks
Billing, payment, collections
Appointments and reminders
Usage, time-of-day, load shed
Surveys and marketing

Company

Good Egg Media LLC DBA AGENT511
425 Huehl Road, Suite 11B
Northbrook, Illinois 60062
(877) 511-9511
info@agent511.com



Carrier services

Email, voice, text-to-speech IVR
SMS: short codes and local and toll-free
Twitter, Facebook, Apple Chat
Mobile app push

Hosting & maintenance

Globally load balanced, high availability
Diverse SOC2 USA sites
Fortinet IDS, authentication, encryption

Support

24x7 email and telephone
Expert integration, deployment services
Agile, waterfall, hybrid