

NEC UNIVERGE BLUE CLOUD SERVICE FROM AMERICAN TELEPHONE

ONE SOLUTION FOR ALL YOUR COMMUNICATIONS NEEDS

UNIVERGE BLUE CAN SOLVE YOUR COMMUNICATION CHALLENGES:

- › Do you have business challenges when communicating with your customers and work colleagues?
- › Do your customers prefer to communicate in methods other than voice? Phone? Email? SMS?
- › Do you know how many customer calls you are missing in a day?
- › Do you have peak seasons? Are you able to ramp up to accommodate the changes?
- › Do you manually enter call details into PestPac? Are important call details being missed?
- › Do you have separate solutions for your phone system, online meetings, chat, SMS, and marketing campaigns?
- › Would you like your field employees to be able to use their mobile devices and keep their personal numbers private while keeping the customer contact information within your company's domain?
- › Do you have multiple locations or employees in the field but have no visibility of their customer interactions?
- › Do you know how many service cancellations you are receiving in a month?
- › Do you have a method to automate customer appointment reminders?
- › Does your solution have artificial intelligence (AI) to help with your communication management? Call summary? Call transcription with redaction safeguards?
- › Can you easily process evaluations of your calls?
- › Can you store and easily access your voice recordings, voicemails, chats, meetings, and SMS messages in one place?

WHY WORK WITH AMERICAN TELEPHONE?

- › In business since 1983
- › Speak to a live person during business hours with emergency after-hour support
- › Based within the USA
- › Preferred WorkWave PestPac Partner



UNIVERGE BLUE CLOUD SERVICES

One of the most inclusive integrated intelligent communications platforms for enhancing employee and customer experience.

Integrates seamlessly with **PestPac**.

[Click here to learn more.](#)





TOP UNIVERGE BLUE PESTPAC INTEGRATION BENEFITS

- **Customer Experience** = Personalized Interactions
- **Manager Experience** = Training, Reporting and Metrics
- **Colleague Experience** = Quick Collaboration

Voice, CHAT with AI Assistant, SMS, Data Retention, File Storage, Online Meetings, and a multi-channel Contact Center within a SINGLE Cloud platform

Visual Information: Presence, Voicemail, and Contact List



PESTPAC INTEGRATION

- Incoming calls prompts a contact screen pop
- Record inbound & outbound call data within the customer's PestPac record...date, time, duration, agent info, call notes, recording URL, and more.



DYNAMIC NOTIFICATIONS

- Appointment, Payment, and New Service Reminders
*Avg missed appointment cost [link](#)
- Seasonal Pest mitigation notifications



CUSTOMER COMMUNICATIONS METHODS

- Communicate with Customers via voice, chat, SMS and social media
- Customer can request callbacks during peak business hours
- Customer self-service Payment Portal



REPORTING & ANALYTICS

- Robust Dashboards and Reporting
- Audio Recording of Customer interactions to provide interaction insight that may be used for communications recall



CUSTOMER SERVICE AGENT ONBOARDING & TRAINING

BARGE - MONITOR - WHISPER

Managers may train or assist during live calls by:

1. Entering discussions in real-time
2. Monitoring communications
3. Whispering advice

