

STORM[®] APPOINTMENT CONFIRMATION

Use STORM to reduce the number and cost of missed appointments

WHY CHOOSE STORM APPOINTMENT CONFIRMATION?

- Quick to set-up and deploy
- Reduce unproductive downtime
- Reduce lost opportunities
- Two-way interaction
- Utilise STORM's multi-channel capabilities
- High volume simultaneous capacity
- Increase repeat customer transactions
- Accelerate business processes
- Reduce costs
- Create competitive advantage.

HOW STORM APPOINTMENT CONFIRMATION WORKS

STORM Appointment Confirmation is a hosted Software-as-a-Service (SaaS) solution which blends telephone, email, web, chat, SMS and traditional print. STORM enables companies and organisations of all sizes to automate outbound communications and messages to customers, to confirm bookings, reducing the number of missed appointments.

WHAT THE INDUSTRY EXPERTS SAY

“A strong range of products – all launched, all proven, all based on forward-looking technology.”

CURRENT ANALYSIS

KEY FEATURES AND BENEFITS

- Automated timed delivery of messages
- Pre-recorded voice messages
- Open source architecture
- Any device, any time, any place.

WHAT OUR CUSTOMERS SAY

“With almost 10 million customers, delivering great customer service is our passion. We use STORM to send SMS text messages to customers, reminding them about installation appointments and letting them know a Sky engineer is on the way.”

ANDREW BAILEY
HEAD OF CUSTOMER SERVICES, SKY

SERVICES TO COMPLEMENT THIS PRODUCT

We have developed a suite of services to complement your new STORM service:

- Solution design document
- Training
- 24/7 Emergency helpdesk
- Proactive service monitoring
- Web metrics reports and statistics
- Professional Services – consultative technical guidance and expertise.

PRICING STRUCTURE

Service Component	Pricing
Set-up fee	One off
Hosting fee	Per month
Usage fee: SMS, email and voice minutes (outbound and inbound) for acknowledgement and re-booking	Per month (other options available)

Optional Components	Pricing
Training fee	Priced on a per project basis
Bespoke technical IT system integration work	Priced on a per project basis
Bespoke design work to the customer STORM web portal	Priced on a per project basis

STORM CATALOGUE

The STORM services can be purchased individually or combined together into one integrated package.

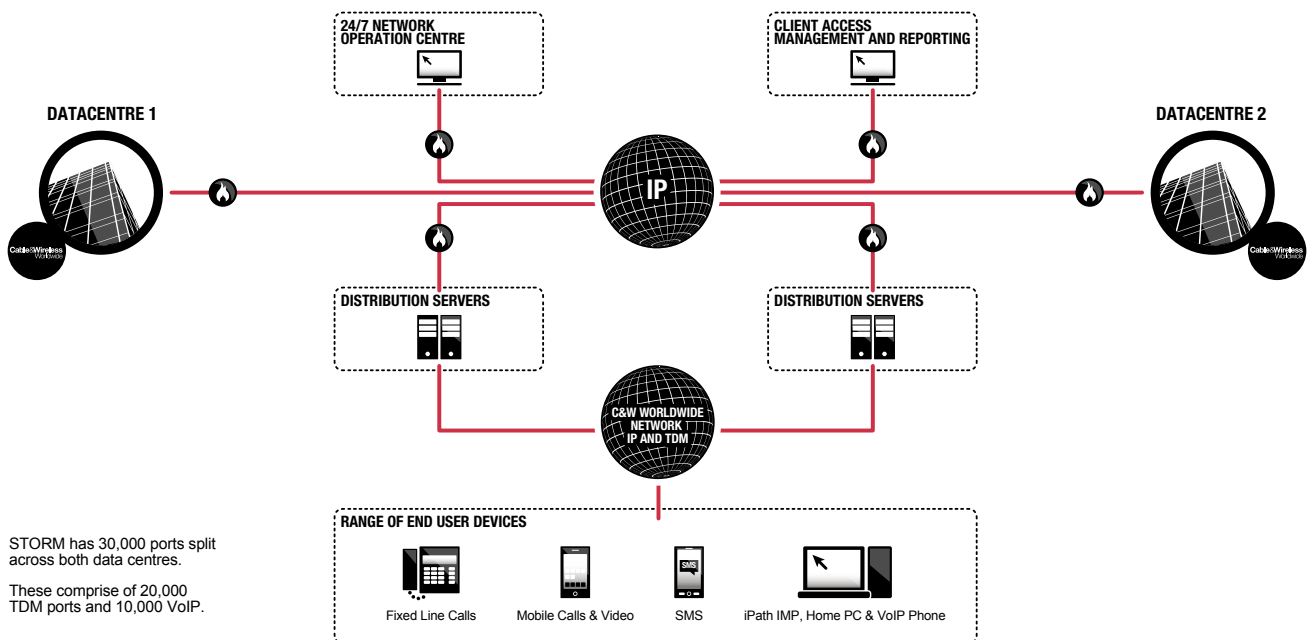
Please contact your Cable&Wireless Worldwide account manager for individual information sheets which describe each of the different STORM services available:

STORM SERVICES

Inbound	Outbound
STORM IVR Call Handling and Routing	STORM Appointment Confirmation
STORM Rapid Customer Recognition	STORM Multi-channel Mass Broadcasting
STORM Secure Payment System	STORM Disaster Recovery

HOW STORM WORKS

STORM has the capacity to transmit simultaneously thousands of phone calls, SMS text messages, emails and pre-recorded voice messages.



For more information on how you can enjoy the versatile, business-building potential of STORM, please contact us:

Call: 0800 092 5825
Email: cwsalesenquiries@cw.com

Cable&Wireless
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