



# Outbound Automation

Contact Automation offers a powerful and highly efficient way to contact hundreds or thousands of people in the time it takes to place just one call. Our outbound services provide flexible real-time results using highly configurable software. With outbound automation there is no equipment to buy or software to install.

Our comprehensive outbound service can be used for a one time message broadcast or customized for customer interaction. Outbound Automation will reduce call handling costs and streamline your operations.

- **Highly configurable delivery options including phone, e-mail, fax.**
- **Create and deliver messages with the help of touch-tone prompts using our toll-free number**
- **Record a WAV file using your PC for rapid upload over our Web interface.**
- **Web interface for list maintenance and submission.**
- **Dynamically handle redials of busy signals and non-answering numbers.**
- **The ability to deliver and report on live or machine answered numbers.**
- **Custom application development.**
- **Interactive voice response capability with transfer functionality.**
- **Payment processing.**
- **Standard Do Not Call checks.**
- **24/7 Support.**

## Targeted Industries

- Credit Collections
- Financial
- Mortgage
- Banking
- Travel
- Retail
- Energy / Utilities
- Healthcare/  
Pharmaceutical



# Application Solutions

The Contact Automation professional services team can develop the right application to meet your specific outbound solution. Our open Interactive Voice Response platform allows us to develop custom applications quickly to meet specific customer requirements.

## Outbound Automation Sample Applications

- Welcome Calls for New Customers
- Payment Reminders, Bill Pay and/ or Collections
  - Surveys and Polling
- Automatic Event Notifications such as System Failures, Outages, Emergencies, etc..
- Retail Promotions or Featured Product Communication
  - Automated Telemarketing
    - Account Activity, Banking Transactions
  - Appointment Reminders and Scheduling
    - Fundraising Efforts
    - Product Recall

## Contact Information:

Contact Automation, LLC.  
115 Perimeter Center Place,  
Suite 625  
Atlanta, GA 30346

Main: (877) IVR-WORX (487-9679)

Fax: 770-350-8530

Email: [contactus@contactautomation.com](mailto:contactus@contactautomation.com)

[www.contactautomation.com](http://www.contactautomation.com)

