PROVIDE TIMELY, COST-EFFECTIVE INFORMATION TO YOUR CUSTOMER

The SeaMail application helps you strengthen relationships with your customers by providing them with the information they value. SeaMail iCall lets you easily disseminate messages to an audience of any size to communicate emergency notifications, status updates, or personalized reminders quickly and consistently.

iCall's broadcast notification functionality helps you reduce operating costs by automating a time-consuming communication process. And since iCall is fully integrated into the Sea Softswitch, there is no additional equipment to purchase.

T3iCall Features

- ✓ Configure the dates, days, and times for outbound calls.

- ✓ Define multiple campaigns that can run at varying dates/times.

- ✓ Configure the number of call attempts and interval between call attempts.

- ✓ Specify call scenarios including answer, no answer and busy.

- ✓ Deliver messages with customized information, with date/time, name and location.

- ✓ Transfer call recipient to a live operator or call center automatically or on demand.

- ✓ Set up your campaign to deliver messages via text to a handheld device or by email.

- ✓ Batch upload phone numbers or email addresses through a text file.

- ✓ Deliver localized messages to your multilingual customer base.

- ✓ Activate a campaign via a web interface or through the phone.

- ✓ Create touchtone surveys, such as customer satisfaction.

- ✓ Password-protect or use Viometrics (voice verification) to secure outbound messages.

- ✓ Review detailed logging data (by campaign or specific phone number) online or via Excel file, including call attempts, call result, call date and call duration.

Emergency Message Notification- Send automated messages to customers, parents and staff relating to emergency events including severe weather alerts or business/school closures.

Service Status - Provide updated information about a repair, shipping or order status.

Marketing Campaigns- Notify your customers about upcoming events, sales or other important company information.

Appointments- Send personalized reminders to patients about upcoming appointments

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