

# TELROCK

ENABLING BETTER INTERACTIONS



## SmartConnect

Better Communications.

Better Customer Service.

Organizations are struggling to provide a better and more consistent digital channel communication experience across the customer lifecycle. Businesses want an enterprise-level digital communication platform that provides a broader and richer set of digital multi-channel communication capabilities. One that is quick to deploy, easy to use, offers more flexibility, and supports omni-channel communications.

Telrock meets this need with **SmartConnect** – a fully API driven, omni-channel consumer digital engagement and business partner management platform.

**Improve customer engagements.**

**More intelligent, consistent, and unified messages.**

***That's Telrock SmartConnect.***

Telrock is a Global provider of modern, more intelligent software solutions that improve customer contact, engagement, and collections management.

**Telrock.com**

# SmartConnect

Better Communications.  
Better Customer Service.

Telrock is a Global technology provider of SaaS based software solutions for use across the consumer credit lifecycle. Key products include: **SmartConnect**, a digital channel communication platform for use across the customer life cycle, **SmartCollect**, a digital channel customer contact and a self-serve payment portal designed for collections, and **Optimus**, an enterprise class integrated collections & recoveries platform. Telrock serves major lenders, processors, and BPO's across Europe, Asia, and North America, with offices in London, UK and Atlanta GA.

## TELROCK

*Enabling Better Interactions.*

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A new fully API driven digital engagement platform to manage customer and business partner relationships.

## **Broadening set of digital channel messaging features and functions:**

- » Omni-channel including Email, SMS, RCS, App Push, Social Media, Agent Chat and AI-enabled Automated Chat
- » Send pre-configured messages or use integral Configuration Manager to design and manage message templates, dynamic tags and branded email wrappers
- » Rapid integration with essential third party service providers including payment processors and data providers
- » Integral Conversation Manager enables rules-based message conversations with customers
- » Includes easy to use decisioning capabilities that allow business users to fully control application behavior
- » Consent Manager to maintain channel specific customer messaging consents

## **Designed to create a single point solution or support the entire enterprise:**

- » Flexible REST API's significantly lower cost of integration
- » Delivered as highly scalable SaaS in a secure, PCI compliant infrastructure with full High Availability and 24x7x365 infrastructure and application monitoring
- » Includes a configurable reporting dashboard for effective tracking of the full life-cycle of digital engagement activity
- » Intuitive, easy to use Role Based Access Controlled UI for configuration
- » Execute digital engagement strategies across the full life-cycle including marketing, customer acquisition, servicing, special-handling, claims management, fraud and suspicious activity alerting, regulatory mandated notifications, account closure.