

Waterfield Technologies Solutions Catalog

Waterfield Technologies has Answers to Your Questions



WATERFIELD CAMPAIGN MANAGER

Manage automated inbound & outbound customer contacts...

A web-based interface allows users to completely design IVR call flows end-to-end, including logical branching rules based on answers to questions. Call flows can be configured to support both voice and SMS with the ability to design an alternate questions path for each channel. Upload your calling lists as flat files or via web service integration. Gain real-time insight into questions, answers and call results (success, ring no answer, etc.) by downloading campaign reports, or have results pushed via our web services API. Extensive campaign dialing rules help you design campaigns that comply with regulations for time zones, time of day, and do not call lists.

About Waterfield Technologies

Waterfield Technologies has been offering innovative voice and mobile solutions that help companies work more effectively and provide superior customer service for over 30 years. We provide solutions to 20 Fortune 500 companies, helping them to drive increased customer satisfaction while reducing overall business expense, and solving critical business issues through highly-tailored, experience-rich mobile and web portal interfaces, interactive voice response applications, and omni-channel contact center solutions.



CHANNEL PARTNER
OF THE YEAR - 2014

2014 PARTNER of the YEAR

Waterfield Technologies is the only Master Reseller of Aspect, Voxeo, and Zipwire platforms. We continue our commitment to Aspect by now reselling all Aspect solutions.

POWERED BY

Aspect CXP, Aspect Prophecy and Waterfield Technologies.

USE CASES

- ◆ *Political Polling*
- ◆ *Market Research Surveys*
- ◆ *Job Alerts*
- ◆ *Reverse 911 Calls*
- ◆ *Recruiting / Head Hunting*
- ◆ *Service Outage Notifications*
- ◆ *Account / Shipping Notifications*



WANT TO WORK WITH US?

If you are looking for a tailored solution to manage customer interactions efficiently and effectively, call us today. As a leading enterprise software and professional services organization, Waterfield provides voice and mobility solutions for organizations worldwide.



WATERFIELD
TECHNOLOGIES

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