GOOSETEK

GooseTek harnesses the power of automated systems, cutting-edge software, and innovative tools to enhance and simplify communication between individuals, companies, and organizations.

BILL GOSLING
OUTSOURCING

SERVICES

- **Outbound IVC -** Our outbound IVC platform helps optimize the customer experience and is typically used for high volume call types that can be simplified with self serve option for your customers.

- **Self serve IVR -** With a fully-hosted solution that requires no hardware or software, Bill Gosling's automated outbound IVR and self-serve inbound IVR can handle anywhere from 1 to 1,000,000+ records and gives you the ability to transfer the customer to any endpoint including Live Agent Support. Messages can be personalized on any data point using Text-to-Speech (TTS), pre-recorded voice, or a combination of both with multi-language capabilities including, English, French, and Spanish.

- **Live chat -** Our Web-based/Embedded or popup chat window can be used on your website to provide canned FAQ responses for faster service or assign chats to an operator or multiple departments. You can also transfer chat to live agents or use it for internal operator-to-operator team support to enhance customer experience. Live Chat can also send automatic chat invitations and use visitor/GeoIP information to customize chat experiences.

- **Email -** Bill Gosling offers fully integrated email solutions, including design, implementation, and reporting. We help you design and deliver your email message to your customers with customized brand images and hyperlinks.

- **SMS -** We provide many SMS options to keep your customers informed. Our SMS services send personalized account notifications and activations for two-way SMS text conversations or pre-loaded FAQ responses. Images or URLs can be included to promote offers or transfer customers to live agent support.

- **CRM -** Bill Gosling offers CRM capabilities via our in-house customizable platforms to help you manage customer databases, orders, and more. Bill Gosling is a Zendesk official partner but can also integrate with a variety of CRM platforms based on client needs.

- **Contract Management -** Maximize profit, mitigate risk. With Bill Gosling's AI Contract Management technology, we can help you manage all your customer agreements. From financial agreements to property and user agreements, keep your legal commitments organized and protected with multi-step authorization and SSL encryption.

- **B2B Collections -** We offer our AIC B2B Platform for your 3rd party collections needs. Empower your customers with our digital collections solution, which helps to increase response and repayment rates across the board.

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FEATURES OF OUR SERVICES

Outbound IVC

- Fraud Alerts
- Payment Reminders
- NPS & CSAT Survey
- Appointment Reminders
- Renewal Notifications
- Card Activation Reminders
- Welcome Calls

Inbound IVR

- Self-serve Payment Portal
- Self-serve Account Verification
- Accessing Account Information
- NPS & CSAT Survey
- Manage Invoicing and Refunds

Email

- Welcome Messages
- Payment Reminders
- Digital Letters
- Fraud Alerts
- NPS & CSAT Survey

Other

- Payment Reminder
- 2 way SMS
- Two-factor Authentication
- Fraud Alerts
- Appointment Reminders
- Welcome Messages
- Request to contact

Chat

- Canned responses for FAQ
- Boost customer communication
- Ease of use (launch from a browser)
- Transfer chats
- Assign bilingual agents

Data Scrub

- Verify Land Or Mobile Numbers
- Ping Numbers
- Data Append

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CURIOUS TO LEARN MORE?
WE'RE AT YOUR SERVICE!

BGO is dedicated to collaborating with brands spanning various industries, aiding them in assessing their customer experience, and continuously enhancing it to surpass anticipations. Get in touch with one of our team members now to start a conversation!!

Making Lives Better, One Connection at a Time.

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