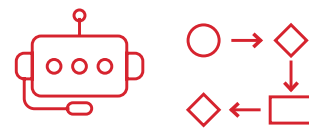


## Client engagement and customer service across all communications channels

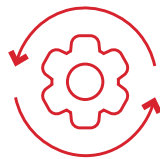
**Precision Contact** helps your organisation to deliver effective and consistent customer service and customer engagement across voice, digital and social media channels. Our intuitive and easy to use application suite supports contact handling, agent support, outbound contact, automation, and reporting requirements.



*Interact through voice and digital channels*



*Automate and orchestrate service-user journeys*



*Proactive contact to deliver the outcomes you want*



*Support efficient and effective processes for your people*



*Out of the box integration to business systems and data*

### Outbound Contact

Hit your targets and keep promises to customers with compliant blended predictive, progressive and preview calling. Delight customers with proactive live-agent and automated service across multiple contact channels.

### Inbound Response

From simple call queuing to multi-skilled, multi-channel contact handling – deliver great service where and when it's needed. Powerful routing means that contacts are handled gracefully and delivered to the right person at the right time.

### Agents Anywhere

Say and do the right things with agents anywhere – in the office, at home, on the move. . . scripting, note taking and outcome capture for an effective, compliant and measured customer experience.

### In Control

Real-time and historical management information delivered to your connected devices as you need it. Compliant contact recording, system configuration, adds, moves and changes are all in your control from wherever you are.

**Get in touch to learn more or book a demo.**

Email us at [enquiries@rostrvm.com](mailto:enquiries@rostrvm.com) or call on +44 (0)1483 494 690