

# ENGAGE®

## Branded Call Display



### Customers Answer when you Engage

If you're like many companies, your customer service, finance, and sales departments struggle to reach customers over the phone. And, when you can't get through, customer satisfaction suffers and your company is hit with added costs or lost revenue.

Companies are solving the problem of unanswered calls with ENGAGE® Branded Call Display from First Orion. Businesses are improving call answer rates by over 200%, while reducing operational expenses and improving the customer experience.

- ✓ Increase first-call answer rates
- ✓ Improve conversion and retention
- ✓ Deliver a superior customer experience

### Easy-to-Use

ENGAGE is easy to use. Any one of your authorized employees can add and update a message with a logo, company name, department, or reason for calling. Simply enter the message via the online portal, and your outbound calls will display your custom message on the customer's device immediately.



### Display a Custom Rich Display and Message

Customize your content-rich branded message on the customer's mobile device every time you call. Identify yourself before customers answer with colorful, graphical content, such as a logo, custom background, and personalized text. Programmatic scheduling enables you to easily use ENGAGE branded calls among different departments, use cases, and users. In addition, your custom business name is retained in the call recipient's call log to remind customers that you called.

### When the Phone Call Matters, Businesses See Results

ENGAGE branded phone calls have increased call answer rates across a variety of use cases. Following are performance improvements reported by actual ENGAGE customers.



	Baseline Answer Rate	Engage Answer Rate	Improvement
Customer Care Center	38%	74%	95%
Account Services Center	25%	65%	158%
Upsell Customer	25%	42%	68%
First Payment	16%	32%	99%
Re-Acquisition	9%	29%	220%
Incomplete Payment	16%	24%	53%



#### Deliveries

Confirm appointments and arrivals to avoid missed deliveries and rescheduling.



#### Healthcare

Remind patients or clients about upcoming appointments.



#### Food Delivery

Drivers and customers can verify arrival and location in real-time.



#### Ridesharing

Coordinate pick-up locations or let riders know about delays.



#### Financial Services

Verify credit card transactions and missed payments.



#### Insurance

Welcome new customers, run satisfaction surveys, retain customers before they lapse, and reacquire lapsed customers.



#### Airline

Conduct calls to travelers requesting callbacks to reschedule flights.



#### Pharmacy

Inform customers when prescriptions are ready for pick up.

### Adheres to the Latest Privacy and Data Protection Standards

ENGAGE is a safe and secure solution for your customers. ENGAGE collects and uses only the data needed to identify the call, hashes then removes all phone numbers for user anonymity, and never retains personally identifiable information (PII). First Orion uses encrypted transmission technology to communicate with all enterprises and ENGAGE-enabled users.

### Scam Protection for your Business

ENGAGE includes robust capabilities that protect business from scammers who attempt to spoof your business. ENGAGE ensures your brand and information is displayed on the customer's device at the time of the call for a timeframe that you designate. By limiting the amount of time content remains on called devices, the content cannot be stolen or repurposed for spoofing. Also, First Orion authenticates all ENGAGE clients to ensure they are not scammers spoofing others' brands.