



Outbound Campaigns

Consumers have become so suspicious of calls from unknown numbers that most businesses' ability to proactively reach their customers is almost entirely futile. However, if a business was able to signal to the customer that a trusted member of the enterprise would be calling for legitimate business reasons, right party connect rates could increase by up to 10x. How is that possible?

There's a new way to get your customers to pick up your calls.

Journey has developed a patented identity network that enables businesses to establish trust quickly and securely between their organization and customers or prospects. For businesses that struggle to connect with their customers for fraud alerts, upselling campaigns or even collections, Journey's Outbound Campaign solutions enable businesses to send a proactive notification to customers in the queue, and provide two lines of Caller ID to signal to the customer who is calling and why. Customers can choose to schedule a call at a convenient time, and can easily handle many transactions during the session, like payments or information exchange.

Establishing this mutual trust up front and enabling fast and secure transactions will transform the results from your outbound campaigns. Here's how.

Agent queue recognizes customer mobile number and initiates outbound notification and scheduling capability

Customer gets two lines of caller ID and can authenticate in seconds on their mobile

- Establish Identity to Build Trust**
Journey enables businesses and customers to establish mutual trust before an outbound call, increasing connect rates by up to 10x
- Secure and Privacy-Preserving**
Journey uses a purpose built, patented identity network to encrypt and verify customer data without showing it to the agent
- Award-Winning Customer Experience**
Make each experience with your customers sleek and productive using the powerful sensors on smartphones and laptops.
- Easy Integration, Scalable, and Flexible**
Flexible platform that can easily integrate with existing authentication tools or enable easy access to cutting edge technologies like facial biometrics

establish

es·tab·lish

/əˈstæblɪʃ/

verb
 verb: establish 3rd person present: establishes past tense: established past participle: established gerund or present participle: establishing

- set up (an organization, system, or set of rules) on a firm or permanent basis.: "the British established a rich trade with Portugal".
 synonyms: set up, start, begin, get going, put in place, initiate, institute, form, found, create, bring into being, inaugurate, organize, lay the foundations of, build, construct, install, plant
 antonyms: disband, demolish
- achieve permanent acceptance or recognition for.: "the principle of the supremacy of national parliaments needs to be firmly established" "he had established himself as a film star".
- show (something) to be true or certain by determining the facts.: "the police established that the two passports were forgeries".
 synonyms: prove, demonstrate, show, show to be true, show beyond doubt, indicate, signify, signal, display, exhibit, manifest, denote, attest to, evidence, determine, validate, confirm, verify, certify, ratify, corroborate, substantiate, evince, bespeak, constitute evidence of, constitute proof of
 antonyms: disprove

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