calltower   CT CONTACT CENTER

Dynamic Notification:
Feature Summary

Extreme versatility with seamless functionality. CallTower's Dynamic Notification tool which is part of our CT Cloud Contact Center suite provides an efficient way for customers to automate outbound voice, SMS, or email notifications. Contact your customers using their preferred method of communication – or choose the most appropriate one. Whether you use it for Revenue Generation, Operational Efficiency, Scheduling, Customer Care, Surveys, or simple MFA/2FA codes that need to reach employees or customer cell phones the possibilities are endless!

Useful Beyond Just Scheduling

Dynamic Notification functionality has been available in various flavors for a while now. One of its most popular applications has been in the Scheduling space for a variety of verticals, especially Healthcare but also popular for customers using single sign-on providers such as OKTA. Many SSO venders now require a "bring your own SMS provider" approach and have discontinued their native ability to send 2FA code via SMS.

For these types of use cases CallTower's Dynamic Notification can be integrated via API's to create a complete notification solution, making this one of the most versatile and in-demand features available today. For more information or to schedule a demonstration please contact CallTower Sales or your customer success manager.

Some top features include

Voice, SMS, and email capable

Customizable and
data-driven (easy to use)

Buildable library of message
phrase templates

Highly scalable

Tightly integrated with
Contact Center features

Live dashboard reporting on
campaign status.

Ability to export reporting on
completed campaigns

Text-to-speech voice notifications in 6
"voices" with English, French, and
Spanish options

Extensive API library so customer's CRM/ERP/EMR/POS/SSO etc. can automate
notifications to customer and employees.

Tremendous vertical-play positioning opportunities

Any company with a single sign on solution such as OKTA requiring open API access to text out 2FA/MFA codes.

Healthcare	Appointment Reminders.
Retail / B2C	Deliveries, Surveys, Promotions, Collections.
Real Estate	Open Houses, Visits.
Travel / Hospitality	Travel Date Reminders, Reservations, Orders.
Services	Installation notifications, Outages.
Banking	Account Balance, Payments.
Utilites	Robocall Activity, Outages, Updates, Collections.
Education	General Notices, Information, Weather Alerts, Emergency Alerts.
SMB	Promotional Offers, Upsell, Marketing Campaigns.
Transportation	Pick-up Reminders, Delivery Notifications, Scheduling.

For More Information

Let's Connect