Napersoft CCM 7 Express Interactive Option
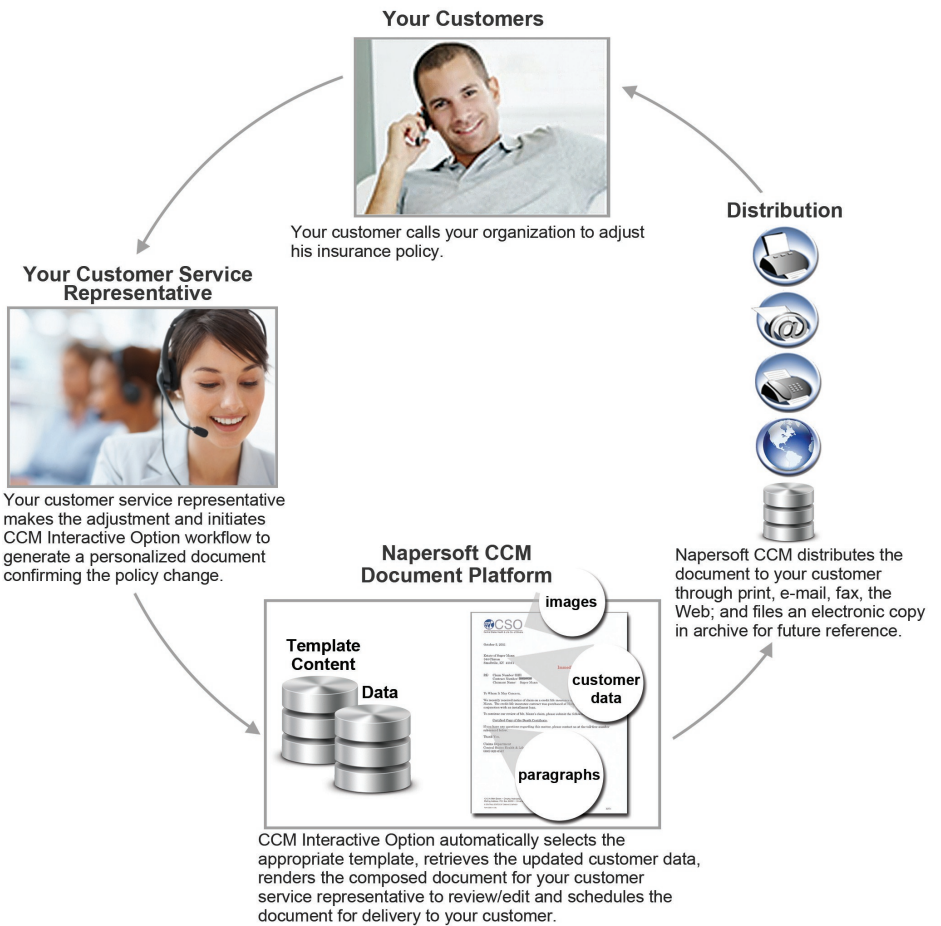
Benefits

- **Quickly and easily generates real-time customer communications**
- **Reduces errors, improves standardization and branding and increases personalization** in documents
- **Increases customer satisfaction** by improving overall quality of customer correspondence
- **Enables business users to quickly create and maintain templates** with an easy-to-use template authoring tool
- **Reduces the need for IT support** with open integration to data and other business applications
- **Provides consistent customer communications** regardless of channel—print e-mail, fax, the Web and/or other formats

Contact us today for more information:

1-800-380-1000 USA
1-630-420-1515 International

"Napersoft CCM automates the document creation process quickly and easily, but also allows our business users to make free-form edits and submit their changes for approval if need be."

-VP & CIO, Life Insurance Company

Overview

Napersoft CCM 7 Express Interactive Option is ideal for the creation of real-time, employee generated communications to customers. CCM Interactive Option guides employees through the document creation workflow by allowing them to interact directly with rendered documents—such as entering data or making selections—which will alter and personalize the final document.

Your Customers

Your customer calls your organization to adjust his insurance policy.

Distribution

Napersoft CCM distributes the document to your customer through print, e-mail, fax, the Web; and files an electronic copy in archive for future reference.

Your Customer Service Representative

Your customer service representative makes the adjustment and initiates CCM Interactive Option workflow to generate a personalized document confirming the policy change.

Napersoft CCM Document Platform

Template Content

Data

images

customer data

paragraphs

CCM Interactive Option automatically selects the appropriate template, retrieves the updated customer data, renders the composed document for your customer service representative to review/edit and schedules the document for delivery to your customer.

The process begins with template design. With Napersoft's authoring tool, built on Microsoft® Word technology, employees can utilize all of the functions of Word, as well as Napersoft's custom-built components, to create document templates.

During the interactive document creation process, CCM Interactive Option guides employees through the document workflow by enabling them to interact directly with rendered documents. Napersoft CCM distributes the final document based on each customer's individual preference—print, e-mail, fax, the Web, and/or other formats. The result is the creation of a professional looking, personalized document with the benefit of immediate customer communication.

Prerequisites: Napersoft CCM Express Document Platform.