

“When a customer fills out our form online, a letter is automatically generated without any required action by our employees. This addresses their issue instantly and gets a response to our customer right away.”

VP & CIO, Life Insurance Company

Benefits

- Enables customers to access personalized documents 24/7
- Increases customer satisfaction by improving overall quality of customer documents
- Reduces call center and mailing costs significantly
- Decreases document turnaround time from days to minutes
- Streamlines communication processes and reduces the need for human intervention
- Reduces the need for IT support with open integration to data and other business applications
- Facilitates regulatory compliance with the use of pre-approved document templates and content
- Creates new business opportunities by enabling new and emerging digital channels

Overview

Napersoft CCM 7 Express OnDemand Option enables your customers to interactively create, view and optionally distribute documents such as online quotes or statements through your organization’s self-service customer Web-portals. CCM OnDemand Option is ideal for organizations looking to empower customers and move to the less expensive web channel. CCM

Your Customers



Your customer accesses their personal information and documents online.

Your Web-Portal(s)



Your customer logs into your organization’s customer self-service Web-portal.

Napersoft CCM Document Platform



CCM OnDemand Option enables your customers to create, view, or distribute their personal documents without requiring help from one of your employees.

OnDemand Option provides the tools you need to integrate powerful document creation, distribution and archival capabilities within your customer Web portals.

Prerequisites: Napersoft CCM Express Document Platform and Napersoft CCM Developer.

Contact us today for more information:

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