

# Alert Management

Live Monitoring & Management 24/7



## 4 Key Benefits

- Live Person to manage the process of confirming with your staff
- Non Essential or repeat alerts removed
- Piece of mind
- Reduced operational costs versus in-house



**Missed alerts can have serious consequences for a business. Our Live Agent Service ensures that nothing gets overlooked, if its critical to you then it's critical to us.**

**Things can go bump in the middle of the night for your customers putting you on demand. Alerts generated and sent, but no one picks up on it can have serious consequences. This is where Live Agent Management plays a critical role in the process.**

Live Agents will make your on call team aware of the critical alerts via voice to voice confirmation. A secondary rota is in place to use in the event your assigned on call person fails to respond within the agreed defined time line. Additional Filtering of your alerts to determine Priority Level and Corresponding escalation process can also be facilitated.

**Live person Monitoring and escalation management to your on call team**

- Rigid Escalation Process
- Fully Documented and Recorded Service

## How it works

We create your tailored Critical Alert Profile on our System. This will include a Primary and Secondary destination to receive your alerts and protocol/ process to receive your Alerts.

Your customer critical alerts are routed to your Company Profile at our **monitored 24/7/365 Contact Centre**. Using best in class technologies and people, your critical alerts are interrogated with the content of the alert confirmed with your assigned on call person.

## Key Features

### Human Touch

Live Agents take over the process of confirming the alerts with your team.

### Further Integration Capabilities

Best in class technology and people available to integrate with your systems & requirements.

### Multiple Sites

General Service with different protocols, processes to follow for each of your customer sites.

### Routing to Self Serv Applications

API Integration.



**Critical Alert Monitoring is part of our Live Agent and Automated Services and can also be integrated with Screen Share and Web Chat.**

### Screen Share

Talking to your customer on the phone and helping them with their query can also be a visual experience.

### Web Chat

Waynua Web Chat and Chat Bots – Advanced, Automated Responses to advise and guide your customers.

