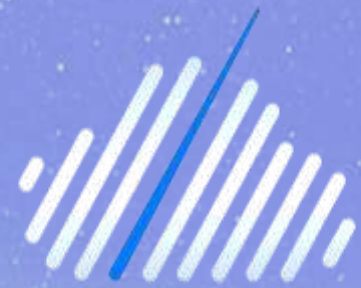# Customer Contact Management

Critical loads, priority loads, and key account contact management. Automated email, text, and voicemail communication of information, alerts, and alarms.

Cloud-Sliver

REIMAGINE YOUR APPS

Problem

+ **Contact information for notification of outages or other problems can be different than billing contact**

+ **The scale of customer base can make data management and automated communication challenging**

+ **Customers need to be able to update contact information and preferences to track changes in their internal organization**

Why Cloud-Sliver

System Oriented Programming enables data portals to be easily built for both internal and external customer use.

Flexible database definitions enable easy addition of attributes for tracking critical, priority, and key accounts.

Native email, text, and voicemail communication for alerting and alarming

Solution scalability for entire customer base.

Solution

Customer portal that enables customers to update their contact information and preferences

Internal support portal for use by call center and key accounts team to track and update customer contact information

Identification and classification of critical, priority, and key accounts loads for real-time detection of site-specific outages and other issues

IMPACT

Customers proactively notified and updated on issues.

Changes in customer organization and contact points continually tracked and accounted for.