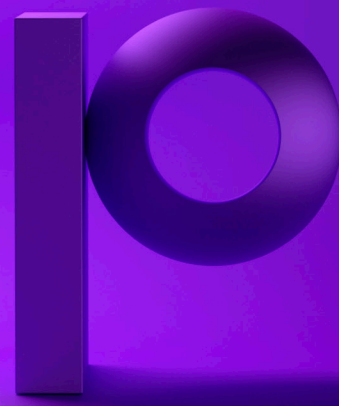


EngageOne™ Compose

Engage customers with unprecedented flexibility on their favorite channels



To thrive in today's omnichannel and always-connected world, you need to engage customers with relevant communications in real-time. EngageOne™ Compose empowers your business users to create and manage real-time personalized communications across all your customer's favorite channels.

EngageOne™ Compose seamlessly integrates with your business systems, processes and control procedures. Online customer needs are met in real-time with personalized self-service communications tailored to their needs and delivered securely wherever they are – mobile, tablet, desktop or paper. Similarly, business users can interactively help customers in their moments of need. Timely engagement efficiently personalized to your customer needs increases loyalty and customer lifetime value. The rules-based engine ensures brand and legal compliance in all customer interactions.

Connect with customers at their moment of need

Interactive personalization

Empower business users to quickly create customer-specific communications including estimates, proposals, service confirmations and more. Business rules in EngageOne™ Compose ensure the correct use of logos, disclaimers, legal conditions and communication channels. Easy personalization with real-time data enables business users to create communications that deliver outstanding customer experiences.

Self-service on demand

Deliver customer communications on-demand, anytime and anywhere with exactly the content your customers need and on their preferred channels – print, mobile, email and video. Provide real-time access to statements, reports, usage and other information customers need, 24/7 and always up to date.

High-volume batch

When you need to produce huge communication volumes in a short time-window to provide customers the information they need, when they need it, EngageOne™ Compose delivers. Generate bills, statements, explanations of benefits and other communications with extraordinary speed and reliability.

Experience the simplicity of a single solution

- Powerful
- Scalable
- Flexible
- Reliable
- Cost-efficient



Streamline every step

EngageOne™ Compose makes you more efficient from document creation through to archiving, electronic delivery and resend requests. It can be deployed on premise or in the cloud and easily integrates with the applications, systems and touchpoints preferred by your customers. Managing all communications on a single platform brings a new level of enterprise-wide consistency and control to your customer interactions.

Collaborate with ease

EngageOne™ Compose workflow enables your project managers to assign auditable tasks to communication designers and business users. Tasks are easily tracked, batched and coordinated across your team. Design review and approval, including side-by-side comparisons improves quality control and accelerates time to market. New communication templates can be quickly designed, reviewed, approved and released. An “active content” feature allows content to be managed centrally and shared across multiple templates. Furthermore, finished communications may be routed for internal review and approval prior to being issued.

Template changes that once took months can often be completed in a fraction of the time with EngageOne™ Compose.

Enjoy all the benefits of EngageOne™ Compose



Accelerated ROI

Deployment is quick, bringing unmatched business agility to your communication templates.



Minimal disruption

We'll help to ensure continuity in your day-to-day operations, allowing you to seamlessly address business and compliance requirements as you expand your capabilities.



Interface selection

Interface with EngageOne™ Compose how you want. EngageOne™ Compose comes with an intuitive WCAG compliant user interface that is compatible with all modern web browsers. Web services provide easy integration with your front- and back-office systems to generate, deliver, track and reconcile communications.



Intuitive experiences

Business users can be up and running right away, with minimal or no training. An intuitive role-based user interface exposes the appropriate features to front- and back-office users across your organization. EngageOne™ Compose also connects to your existing CRM, ERP and workflow applications, so users can collaborate with EngageOne™ Compose via interfaces they are used to.



Outstanding support

Our award-winning software support and maintenance services are flexible and designed for organizations of all sizes. Applying years of in-depth industry domain expertise, our trained support professionals and subject matter experts provide guidance and troubleshooting as needed, every step of the way.

Let users choose how they work best

EngageOne™ Compose user interfaces let business users interact with templates with optimal efficiency. Making it quick and simple to create relevant and personalized communications for each customer interaction.

The screenshot shows the 'Edit Communication' interface for a 'Family Benefit Call'. At the top, a progress bar indicates the workflow: Family Benefit (checked), Customer Keys (checked), Customer Details (checked), Edit Communication (active), and PDF (checked). Below the progress bar, the title 'Edit Communication' is followed by buttons for 'Cancel', 'Preview', 'Save for Later', and 'Submit'. A red asterisk indicates required fields. The form includes a 'Family Benefit Call' header, a 'Caller name' field with the value 'Mr A Person', and a question 'Is the caller a Canadian citizen?' with a dropdown menu showing 'No'. A tooltip for the question states 'The caller MUST be a Canadian citizen'. On the right, there are sections for 'Attachments' (with an 'Attach File' button) and a 'Note' field.

Forms based template editing

The screenshot shows the 'Edit Communication' interface for a 'Constitution Commercial Bank of Boston' template. The progress bar at the top shows: CSR Contact (checked), Customer Keys (checked), Customer Details (checked), Edit Communication (active), and Select Delivery (checked). The title 'Edit Communication' is followed by buttons for 'Cancel', 'Save as Template', 'Save for Later', and 'Next'. The form includes a 'Constitution Commercial Bank of Boston' header, a 'Mike' name, and a 'Thank you for getting in contact with us today in regards to a missing communication - we apologies for this error and you will find attached your missing communication. To make sure this doesn't happen in the future, please check the mailing address we have for you.' section. A 'Learn more' link is provided. On the right, there are sections for 'Attachments' (with an 'Attach File' button) and a 'Note' field.

WYSIWIG based template editing

Go interactive

Consolidate thousands of word processor templates into a few centrally controlled, data driven templates. This reduces data-entry errors, improves quality control and ensures compliance. Organizations across industries are accelerating effective engagement by increasing interactive service-center automation with EngageOne™ Compose.

Insurance

- Explanation of benefits
- Policies
- Annuity statements
- Welcome kits
- ID cards
- Policy publications
- Marketing inserts

Financial Services

- Statements
- Invoices
- Reports
- Welcome kits and letters

Government

- Tax bills
- Retirement and pension statements
- Letters
- Reports

Telecommunications and Utilities

- Consolidated bills
- Statements
- Invoices and reports
- Emails
- Marketing materials

Accelerate digital transformation with our EngageOne™ software portfolio solutions

Digital transformation is evolving the way organizations interact with customers, and Precisely is providing the tools. With a comprehensive selection of connected, high-power customer communications management solutions, we bring more flexibility, efficiency and control to the process of engaging customers at their moment of need.

Other EngageOne™ software solutions from Precisely

EngageOne™ Deliver

Use EngageOne™ Deliver to send communications created in EngageOne™ Compose via email, SMS and push notifications to your customer's preferred device. Easily track, manage and resolve message opens, bounces and responses.

EngageOne™ Digital Self Service

Deliver your customers the best possible online experience on the devices of their choice. Plus, give them access to their entire communications history through a secure, personalized portal. With EngageOne™ Digital Self Service, customers can pay bills, access historical communications, and find the right information fast.

EngageOne™ Inform

Track the delivery of mailed communications using United States Postal Services Informed Visibility data connected to your business data. Gather insight on the acceptance of mail by the USPS, in home delivery information, and details on undeliverable as addressed communications to further engage with your customers at their moment of need.

EngageOne™ Vault

Immediately view what your customer sees so you can have informed, quick and meaningful interactions. EngageOne™ Vault is a powerful repository that easily connects with business systems, including accounting, billing, customer care, call center and CRM applications. It connects with EngageOne™ Compose to provide ultra-fast search and viewing of all customer communications irrespective of channel. Efficiently resend or reprint communications at your customer's request and eliminate high start-up costs with print service bureaus.

EngageOne™ Video

This award-winning solution allows you to create compelling, interactive, personalized customer experiences. Using the data from EngageOne™ Compose and other business systems, it reflects customer choices and actions in real-time. It's a powerful way to interact with your customers when, where and how it's most convenient to their needs.

The expertise you need

Experts from the Precisely Professional Services team and Partner Network can help you plan, create, deploy and maintain your EngageOne™ software solutions.