SlingShot

Unified Messaging in the Cloud

How do you interact with your family? Your friends? And your favorite brands?
Let's face it, today's world is a mobile one—if you're not engaging your customers on their mobile devices, you're not engaging them at all!

The right tool is critical to reaching your customers and delivering quality, engaging content. SlingShot is a multi-channel, interactive, enterprise-grade outbound messaging solution currently delivering millions of alerts, emergency notifications, appointment reminders, medical outreach calls, collection calls and other business process notifications to customers via text, e-mail, voice and social media.

With over a decade of market use, SlingShot offers a simple web dashboard, robust functionality, and an intuitive, well-documented API* that your development team will love. Even better, it's offered as a fully hosted solution, alleviating your need for technical support resources!

* API: Application Program Interfaces

Currently Delivering

› employee alerts

› service outage messages

› emergency notifications

› dental/med. appt. reminders

› medical outreach

› business process notifications

› collection calls

› customer service polling

› field service automation

Key Benefits

› highly targeted message delivery capability

› industry-leading, smart answer machine detection (98.2% Accurate)

› full-featured campaign management

› intuitive API and Web dashboard access

› integrations to leading CRMs available for convenient contact management

Gain Efficiency

Do more with less. It's a mandate that most businesses face. But opportunities to automate a manual process or shave an unnecessary expense can be hard to find. The fully-hosted SlingShot solution allows you to do both with access to a Fortune 500-level outbound messaging solution at a previously unattainable cost of entry. Plus, it offers a choice of cost-effective channels to deliver your message. Why waste expensive man hours month after month when you can deliver a highly targeted message via any channel you choose - in minutes?
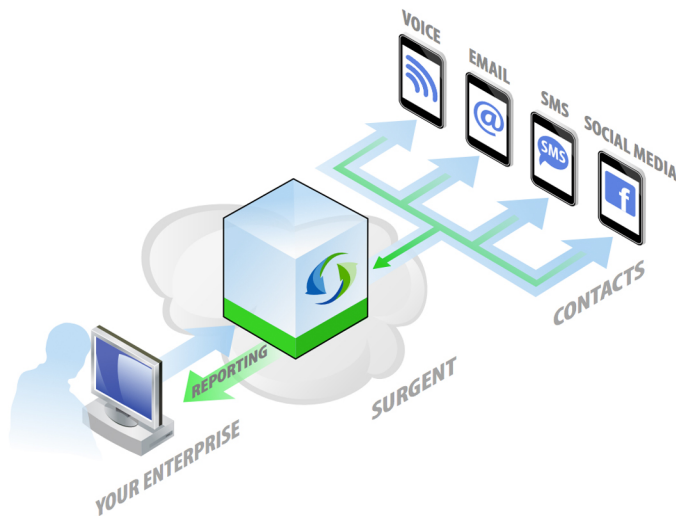
Surgent networks

Utilizing Industry-leading Voice Technologies & Best Practices

Deploy With Confidence

SlingShot's core technology has been time-tested for more than a decade within a professional hosting facility that has delivered millions of transactions each month. You can feel confident that you're choosing the right solution, hosted in the right facility, with the right technical team backing it up. We'll also make sure you have all the tools you need at your disposal with intuitive and well documented APIs, a convenient Web dashboard and step-by-step campaign setup and management instructions.

Improve Satisfaction

Are you still trying to contact your customers at home without interrupting dinner, bedtime or getting the kids off to school? How's your success rate in contacting dual-income households when both individuals are at work during the day? In today's mobile world, your customers expect—and want—to be contacted on their smartphones, tablets and other devices. With Surgent SlingShot, stay at the cutting-edge and engage your customers how they want and expect to be engaged—via e-mail, text, voice, social media and beyond.

About Surgent Networks: Surgent Networks, a privately held company, currently supports small- to enterprise-level customers in fields including, but not limited to, Government, Healthcare, Education, Utilities and Corporate with applications ranging from hosted unified messaging and outreach, to custom designed contact center workflows.

For more information or to Contact Surgent Networks:

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System Features

Multi-Channel Capabilities
› E-mail, SMS, voice, social media

Channel Management Rules
› inter- channel scenarios - single-channel, all-channel, channel roll-over

› intra-channel scenarios - live answer vs. answering machine

Campaign Management
› configurable time zone, retries, campaign expiration handling

› pause/resume campaigns

› built-in campaign wizard

› configurable caller ID & sender capabilities

Contact Management
› intuitive and well-documented RESTful APIs

› embedded contact manager via Web dashboard

› CRM integrations available for convenient contact management

Message Prioritization By:
› time zone

› individual message record

› message date and completion time

› age of message in queue

› number of attempts/retries

Superior Answering Machine, Voicemail and Live Answer Deduction

Campaign Monitoring
› convenient Web dashboard

› view message history by result code

› lookup message detail

› view message and system errors logs