



ReFrame Engage Solution Brief



A unified Engagement Scheduling Platform for facilitating multi-modal communication between public agencies and their constituents, such as two-way text messaging, Internet Calling, Email, Video, Broadcast Alerts, and more!

Challenges

Supporting customers and improving customer experience through remote access

Challenges:

- Ability to support customers while working remote
- Maintaining security of personal information while working remote
- Customers challenged with finding a way to actually connect with staff
- Unsatisfactory customer experience on websites
- Little to no visibility to customer history of concerns
- Lack of insight for staff regarding unplanned visitors to the building
- Manual processes & multiple systems

The ReFrame Engage™ Solution

Allows the flexibility to connect with your customers directly within the application, removing the burden of landlines and cell phone use.

Solutions:

- Unified, all-in-one, communication platform for interacting with customers
- Communicate directly with customers using internet calling and texting without using personal phone
- The application can be embedded within the organization/agencies corporate website for easy customer access
- Appointment scheduling allows custom fields to capture important data related to customer concern/need.
- Advanced analytics on customer transaction history
- Offers single user interface for all activities regarding customer engagement



Benefits

ReFrame Engage™ offers SMS Text Messaging, Video Conference, Internet Calling, and More. The solution is a single user interface to record and store all interactions with your customers.

»» Multi-Modal Communication Methods

Directly within the platform, organizations are able to use a variety of communication tools to connect with their constituents such as 2-way text messaging, Internet Calling, Email, Video, Broadcast Alerts, and more!

»» Advanced Scheduling Studio

The ReFrame Engage advanced calendar, and appointment booking center, allows your customers to schedule an appointment for any services you offer.

»» Customer Record Management & Analytics

Our CRM console keeps records, communications, documents, correspondence, notes, forms, and reports for each customer and your engagement with them.

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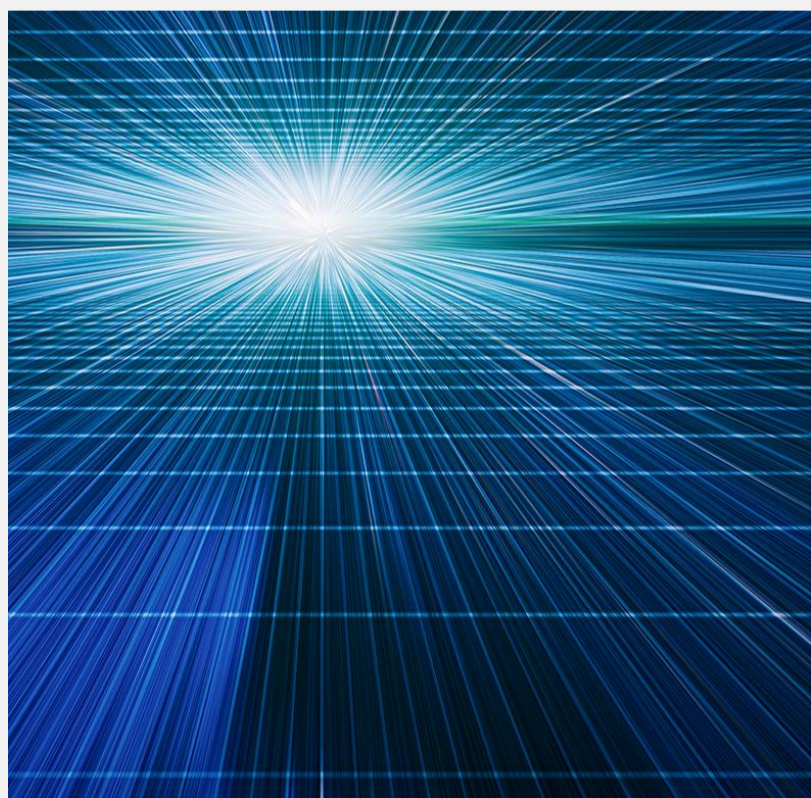
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ReFrame Engage on AWS

ReFrame Engage in partnership with AWS is bringing public sector organizations a unified constituent engagement platform. The system allows public sector agencies to communicate and collaborate with their customers leveraging multi-modal integrated services such as Text Messaging, Internet Calling, Video Calls, and Email, all built on the most trusted infrastructure using AWS modern technology.



Case Study:

A large Secretary of State Office located in the western region of the United States

»» Challenge

During the pandemic, the Secretary of State offices were challenged with meeting with constituents in person as their offices were closed. The stakeholders needed a solution where staff can work remotely while giving them the tools and resources to carry-out meetings virtually. This coupled with the visibility into whom the staff was meeting with and why. They soon realized the solution was of value for both virtual and in person as offices opened

»» Solution

ReFrame Engage provided the Secretary of State a comprehensive SaaS solution that enables their constituents to schedule an appointment from their website for any service easily. The Elections division provided a platform for their Candidate filers to schedule an in-person meeting while the system was able to collect all the necessary forms and details of the meeting before their visit

»» Results

The Engage Solution worked so well, even without the forced need to work remotely, the Secretary of State office has continued utilize the system to its full capacity due to positive customer experience and growing need to satisfy constituents.



Features

Text Messaging & Notifications

Leveraging AWS pinpoint, our solution offers SMS push notifications/alerts and 2-way text messaging capabilities such as OTP and notification confirmation.

The solution supports 2-way text and broadcast messaging between agency staff and their constituents, school faculty and parents, small businesses and customers.

Scalable & Secure

With our solution hosted in a state-of-the art, cloud-native environment, using AWS technology and services our customers are able to quickly scale as they grow on the ReFrame Engage platform.

By partnering with AWS our customers gain the control and confidence they need to securely run their operations using ReFrame Engage with the most flexible and secure cloud-native environment available today. The ReFrame Engage solution and AWS provide the core security and compliance requirements, such as data locality, protection, and confidentiality with the comprehensive services and features that AWS offers while also reducing costs and time to run your own internal security assurance program.

Visit AWS Marketplace
<https://reframesolutions.com/>
to purchase or start a Free
Trial today.



Get started with ReFrame Engage™
solutions on AWS

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