

VOZIQ for Salesforce



Proactive Retention, Prescriptive Guidance, Improved Profitability

Salesforce is a powerful CRM platform with ‘one job’ of maintaining customer records and history in a unified and accessible format so that anybody in an organization can log in and understand the customer relationship.

VOZIQ is an AI-powered predictive intelligence platform with ‘one job’ of enabling large-scale proactive customer retention in recurring revenue businesses by creating timely predictions about who will cancel, why will they cancel, and what can be done to prevent the cancellation before the customer makes the cancellation call.

VOZIQ’s Salesforce Connector: Extend the power of Salesforce with Predictive Retention Intelligence

This integration plugs multi-layer, real-time predictive retention intelligence from VOZIQ’s 6 machine learning models into Salesforce. The predictions empower care, marketing or field teams by offering Salesforce-native visibility into predictive risk profile of every customer. It allows your customer-facing teams to deliver personalized resolution or offers before any at-risk customer calls to cancel.

Key Features:

- Display detailed health indicators along with predictive guidance on a customer record page in Salesforce
- Daily sync of predictive intelligence such as risk scores, predictive NPS scores, churn drivers, best-fit offers, non-pay reduction, winback targets etc. for every customer
- Personalized guidance and targeted offers to drive better engagement with high-value, high-risk customers
- Easy setup and dedicated ongoing support

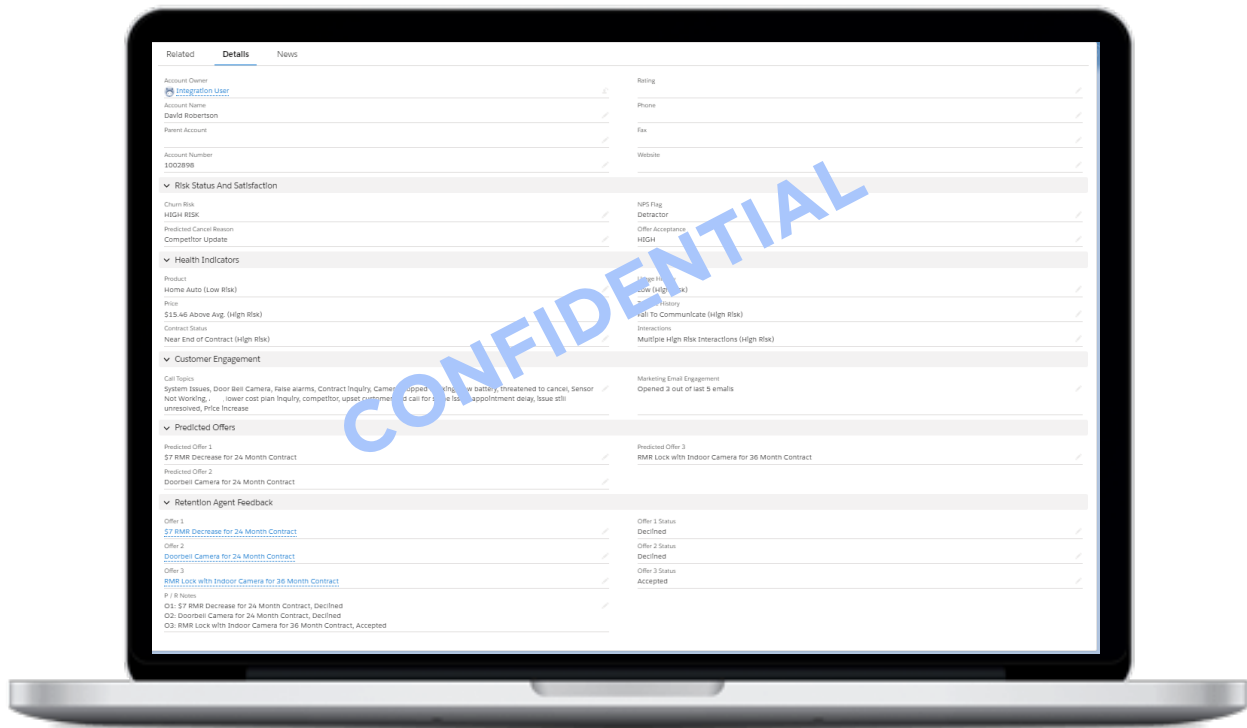
With VOZIQ for Salesforce you can:

- Augment your frontline teams with power of artificial intelligence
- Drive proactive, continuous retention instead of reacting to cancellation calls
- Micro-segment customers and run personalized campaigns to boost marketing ROI (MROI)
- Prioritize addressable retention scenarios with behavioral intelligence for quicker revenue impact
- Reach out to profitable winback targets with tailored offers and boost customer life time value (LTV)
- Improve performance of care, field service and marketing teams
- Create a risk-aware frontline operation irrespective of department silos

VOZIQ for Salesforce



VOZIQ's Predictive Retention Guidance – Salesforce View



About VOZIQ

VOZIQ is the only cloud-based AI/ML solution that allows recurring revenue businesses retain more customers at lower cost by using multiple predictive models, and run large-scale proactive retention campaigns through contact center and marketing channels. For more information about how AI can supercharge your customer retention, visit <http://www.voziq.com/> or get in touch at (888) 427-2328 or info@voziq.com