

Relay Correspondence Management



Communicate with customers the way you want with Applied Relay™.

Applied Relay, the product of choice for Ireland's general insurance brokers, features a Correspondence Management capability that gives you the power to effectively manage customer communications and keep in touch with your customers using the channel of your choice.

Send and receive email through an integration with Microsoft Outlook where all correspondence can be saved in a personal profile, communicate using SMS messages within Applied Relay, and store a copy of the message for future reference. Campaign management tools are also available to help you execute successful marketing campaigns, making it easy to cross-sell. Applied eDocs allow you to securely deliver insurer policy documentation for all lines of business to your desktop applications.

What Relay Correspondence Management Offers Your Business

- Ability to forward policy documentation in electronic format at the point of sale and email customers a reminder to return required ID or documentation automatically
- Access to create and store your own SMS message templates
- A two-way electronic document exchange to accurately deliver files between you and your insurers

Allows your business to

- Streamline communications within daily workflows
- Improve customer service with omnichannel servicing options
- Go paperless to save time and expenses
- Effectively manage marketing campaigns

Have Questions?

Call +44 (0) 28 9092 1500
Visit appliedsystems.ie