

# INFINITI SUITE

Message  
Insertion Points



Respond With  
Speed To Any  
Situation

**inoria**

Reacting to power outages, service slowdowns, last-minute promotions and time-sensitive messages (service shortages/outages, hour changes during peak holiday periods, etc.) can cause havoc on daily operations, due to limitations within the Genesys solution and lengthy internal processes that impede response times.

An add-on to Genesys PureConnect, Message Insertion Points, a solution from our Infiniti suite, provides contact center administrators and operation teams with the tools required to dynamically and instantly manage IVR messages. What could take over a two-hour time investment from IT, support and other critical resources, can be quickly done in less than five minutes by the contact center. Five minutes!

Create, add, remove and manage IVR messages on the fly, as needed, to respond to an evolving environment. Key messages and announcements can be placed anywhere in the IVR menu, activated and deactivated at will, in the language of choice.

### **Regain Control Over Your Customer**

Let's say your internet suddenly drops, impacting users across your organization. It's a catastrophe, we know, as your help desk will get flooded with support calls. "What's up with the internet connection? I can't get online? I have deadlines!" A new message in the IVR menu addressing this issue would inform users of the situation and thereby reduce your queue. But how do we get this message uploaded super fast?

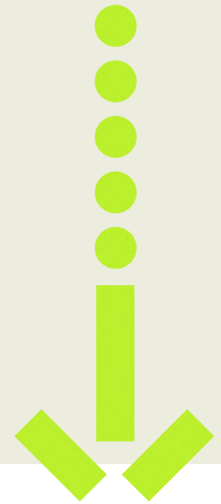
In the past, your only option would have been to contact IT. Depending on internal processes, technical know-how and competing demands, it would take hours before users would have access to this critical information.

## **No IT. No drama. Crisis instantly averted!**

With Messaging Insertion Points, a contact center supervisor can access the app by phone and record a live message (or use a pre-recorded message) inserted in a specific location within the IVR menu. And in a flash, the new message is live. Once the crisis is over, the process is repeated but this time, the message is seamlessly removed by the administrator.



Quickly record, enable and disable IVR messages on the fly, so your customers get the information they need, fast!



## Features

Bypass PureConnect limitations with Message Insert Points, a value-added add-on from the Infiniti suite, that allows you to quickly and instantly record, enable and disable timely messages as required, eliminating your reliance on IT and support teams. Message Insertion Points gets the information out lightning fast, ensuring the best customer experience.

With Message Insertion Points, you can instantly:

Manually enable and disable messages, scheduled in time

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Create up to 500 messages on the fly

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Manage messages by phone, email or through the IVR

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Record live messages directly in the app or use pre-recorded messages

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Record, enable disable messages with no external resource commitment

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Identify, listen and manage messages all in the app

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Create messages in three languages and securely manage email segments

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Get Infiniti Message Insertion Points