



Let your business experts do what they do best

You don't ask a lawyer for health advice, why let IT manage marketing? For Customer Communications Management (CCM) software, use a solution that gives your business experts control over the content, templates and rules they are responsible for, whether they ensure compliance, protect the brand, or streamline workflows. Quadiant Inspire™ Interactive lets users create interactive experiences via the web; personalized, consistent, and compliant. That's how to engage customers throughout their lifecycle.

A photograph of a conductor in a dark suit, seen from behind, leading an orchestra. The conductor's hands are raised, and the orchestra members are visible in the background, some playing string instruments. The scene is dimly lit, focusing on the conductor.

Business departments own the content. Give them the control.

Outstanding user experiences guaranteed by the experts

Customer interactions are unpredictable

One-to-one customer interactions are labor-intensive. Overwhelmed customer-facing users may not always adhere to branding and compliance rules. Interactive lets users select the right template and content, automatically populate communications with enterprise and customer data, automate approvals, and distribute the final piece to all required recipients.

Time is money

Reduce time to market and let the experts focus on higher-priority tasks. Give them control over their areas of responsibility. Content owners create and modify content; communication designers manage layout, deploy business rules, and ensure branding; IT maintains control over architecture and integration.

More is better

The more you know about your customer, the deeper the engagement. Interview pages let users create personalized content in response to predefined questions. An outline view lets you navigate complex communications.

Easy to deploy and integrate

Interactive is a single sign-on, cloud-based solution; no software to install! From small teams to call centers with thousands of users, count on quick adoption thanks to the intuitive user interface and multiple language support. Users browse a gallery of approved templates to get started, or respond to tickets generated from core systems. And if you prefer, Interactive lets you enable document process management (DPM) through your legacy systems

Increase quality and performance

It's important to know how your CCM is working. Interactive has a powerful management dashboard that provides meaningful performance statistics. And quality assurance lets you optimize template and content usage to track user efficiency, eliminate duplicates, identify abandoned items—and improve communications.

Quadient Inspire™ Interactive

- The only solution that easily matches tasks and skills; empower business users to assemble compound documents
- Faster time to market; respond instantly to market demands without IT help
- Business users control channel experience; one solution for correspondence and authoring
- Bridges gaps in legacy systems

Quadient Inspire Interactive Remote Authoring Portal



Marketing maintains the messaging box



Senior users from Line of Business and Customer Service author text



Legal reviews and approves the template

Production and delivery

Line of Business and Customer Service use templates to write letters



Let's create awesome communications together



Ready to exceed your customers' expectations?

Contact Quadient Platinum partner Cumulo9 today: www.cumulo9.com



Your Customers. Engaged.

Quadient Software helps companies communicate with their customers and employees. Quadient= Software empowers organizations to create stronger engagements with timely and relevant communications. A Neopost Digital Company, Quadient Software provides the means for business users to develop contextual, highly individualized communications across all channels that span the entire customer journey. A leader in customer communications, Quadient Software supports thousands of clients and partners in banking, insurance, healthcare and service providers around the world.

