

Optimising Customer Communications

Developing both intrinsic transactional value and an effective cost reduction strategy

A key element of optimising customer communications is developing communication business processes that leverage the use of effective and efficient cross media communication. Good cross media communication will enhance the value of communication by increasing the efficiency of communication through multi channel interaction thereby deepening the relationship between the receiving customers and the sending corporation.

Below is a table that describes the type of transactional customer communications that can have positive financial and customer relationship benefits to corporations through multi channel communications.

Transaction category	Transaction system
Statement	Account statements, phone bills, and notices
Account opening	Account applications and maintenance forms
Claims processing	Claim forms for car, home, health, life, liability, theft, fire, flood, etc.
Underwriting	Applications for coverage (car, home, health, life, liability, theft, fire, flood, etc.) policies
Loan origination	Origination applications, appraisals, title insurance, and disclosure forms
Patient records	Patient records admissions, HIPAA affidavit

Customer communications - intrinsic business value

The intrinsic business value of customer communications can be seen in the fact that they are often one of the only regular customer touch points that occur – the value translates itself in terms of the following key areas:

1. Cross selling opportunities
 - a. Internal company products and / or external transactional products
2. Cross media channel marketing
 - a. Physical mail, email, website, SMS, etc.
3. Increase in the share of a customer's "wallet"
 - a. Cost of new customer acquisition versus;
 - b. Cost of increasing share of existing customer

Customer Communications 1999 2000

Jason S. Wrench Ph.D.



Customer Communications 1999 2000:

Customer Communications, 1999-2000 Gill Wood, 1999 Customer Communications is specifically developed and written for students studying for the Customer Communications module of the CIM Certificate This book as with the others in the series has been completely revised to match the 1999 syllabus for the CIM qualifications It is designed to help you pass your professional examinations first time and give you practical marketing knowledge for use in your further career Butterworth Heinemann have worked in close conjunction with the Education Division of the CIM to make completely sure that the materials are up to date and exactly meet the CIM s requirements The book includes uniquely valuable material for the serious CIM student including Recent examination papers Glossary of key terms Highly interactive text with questions activities and highlighted key points The ONLY workbooks to include the CIM senior examiners own specimen answers and examination reports Officially endorsed by the CIM Approved by the CIM Chief Examiner Written by CIM Senior Examiner for the Customer Communications module Workplace Communication for the 21st Century Jason S. Wrench Ph.D., 2013-01-09 Written in clear non technical language this book explains how employees and employers can maximize internal and external organizational communication for both personal benefit and to the entity as a whole Workplace Communication for the 21st Century Tools and Strategies That Impact the Bottom Line explains and simplifies what organizational communication scholars have learned presenting this knowledge so that it can be easily applied to generate tangible benefits to employees and employers as they face everyday challenges in the real world This two volume work discusses internal organizational and external organizational communication separately first explaining how communication functions within the confines of a modern organization then addressing how organizations interact with various stakeholders such as customers clients and regulatory agencies The expert contributors provide a thorough and insightful view on organizational communication and supply a range of strategies that will be useful to practitioners and academics alike

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