

## The Clarifire® Contact

eMASON's Clarifire® application is a web based business process automation tool, applicable to any industry. Data, images, contacts and processes are centralized on a secure site that provides innovative functionality to share, change and create new automation rules. A user can manage all internal and external processes in an esthetically appealing dashboard view. Based upon your business rules, a user can launch work queues that automate your tasks and deadlines.

### The Clarifire Application - Clarifire Contact

- ✓ The Clarifire application is a workflow tool - inquiries are logged, tracked, resolved and reported on. Notes and images pertaining to the inquiry are date/time stamped.
- ✓ Based upon predetermined business rules/timeframes, once the inquiry is logged, a process is automatically launched with actions, viewable on a dashboard, to investigate, resolve, respond to and close the issue.
- ✓ The document assembly feature on the Clarifire application allows for the automatic generation of all inquiry related documents and standardized management of all inquiries.
- ✓ The design of the Clarifire application is flexible and logical, allowing for a quick search function or an advanced record search. Web Services are used to completed searches from external data sources.
- ✓ A historical search feature keeps track of the previous 10 records searched, resulting in the most recent contacts at the representatives fingertips, without additional searching.
- ✓ A search resulting in multiple results can be narrowed with one click on the appropriate search result. If there is only one applicable search result, the inquiry will automatically open.
- ✓ Alerts are automatically displayed with search results.
- ✓ A verification section creates consistency by ensuring representatives verify all customer information prior to proceeding. Any conditional disclaimers or notices can be displayed and read prior to moving forward.
- ✓ The application's functionality is designed to match the flow of a call center call - search, alert, verify, inform and assist, allowing a representative to take action or engage other departments required to assist with the solution.

### Benefits of the Clarifire Application

- ✓ Auditing feature - the dashboards provide easy access for monitoring team/individual performance, evaluating resource allocations/workload and measuring service level agreement compliance.
- ✓ Visibility - the Clarifire application's dashboards provide visibility to outside agencies and centralize all requests/inquiries in one manageable and reportable system. The Clarifire application provides visibility for management into reporting and bottlenecks, prior to any missed deadlines.
- ✓ Using the Clarifire application will allow your staff to process large volumes of calls more efficiently and economically.
- ✓ The technology is flexible, connectivity is effortless and change is uncomplicated.
- ✓ Users have the ability to reorganize workflows resulting in increased productivity, efficiencies and revenues.
- ✓ Automated workflow - the Clarifire application provides a one-stop view of all inquiries in a web-based dashboard, driven by user designed business rules, preventing any lost inquiries and ensuring timely and accurate responses.
- ✓ Procedural efficiencies - The "notes" and "images" features provide an accountability of research and received documents.
- ✓ Document assembly - all letters pertaining to the research can be generated within the Clarifire application
- ✓ eMASON's Support Team consists of highly trained and skilled client services representatives. The Support Team uses the Clarifire application to receive, assign, monitor, respond to and close requests for support as well as conduct training. Our Support Team is focused on you, your expectations and your need for a timely and accurate resolution to your questions and concerns.

**Use the Clarifire Application and Resolve Issues Accurately, Completely and on the First Call!**

**Find Out More:** For more information, visit our website [emason.biz](http://emason.biz) and please contact Ann Politano at 866-222-3370 x274 or [apolitano@emason.biz](mailto:apolitano@emason.biz)