



Improve First Time Call Resolution for Mail-Related Queries

Enhance Customer Experience & Slash Operational Costs



- Cut resolution times
- Improve customer experiences
- Reduce call transfers and escalations
- Divert more calls to self-service
- Equip agents to answer questions faster
- Eliminate fragmented systems and siloed information

The Solution: Introducing the Postal Data Contact Center Connector (PD3C)

PD3C is a powerful yet simple integration that brings real-time mail status and address updates directly into your existing contact center workflow. Without a complex IT overhaul, or new technology, PD3C equips your agents and self-service systems with the information needed to resolve “where’s my mail” related queries quickly and accurately.

Why PD3C Matters

Empower Your Agents: Give agents instant access to live postal delivery data, return reasons, and address updates on their screens. This leads to faster answers and more confident agents.

Reduce Call Volume: Enable legitimate call deflection to self-service by providing customers with real-time mail status through IVR systems.

Enhance Customer Experience: Resolve issues quickly and accurately, reducing frustration and increasing customer satisfaction scores. Eliminate the “I don’t know where your mail is” responses.

Slash Operational Costs: Reduce call transfers, escalations, and repeat calls. Automate address updates and improve routing efficiency.

Ensure Compliance: Get traceability and compliant address updates, reducing exposure from misdelivered mail or unauthorized changes.

Seamless Integration: Deploy PD3C in weeks with low-code APIs. It integrates with your existing IVR and agent platforms with minimal disruption.



Key Benefits at a Glance:

- Real-time mail status and tracking
- Address validation and updates
- IVR and agent desktop integration
- Reduced call handling time
- Increased first-call resolution
- Improved customer satisfaction
- Significant operational savings



KEY TAKE AWAY

Enhance customer experience while cutting operational costs. PD3C empowers agents and self-service systems with postal data intelligence, giving your team visibility into address changes, delivery outcomes, and returned mail – without switching platforms or launching an IT overhaul.

Integrates with your current contact center platform



Ready to learn more?

Request a demo and see how PD3C can streamline your operations and enhance customer satisfaction.



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