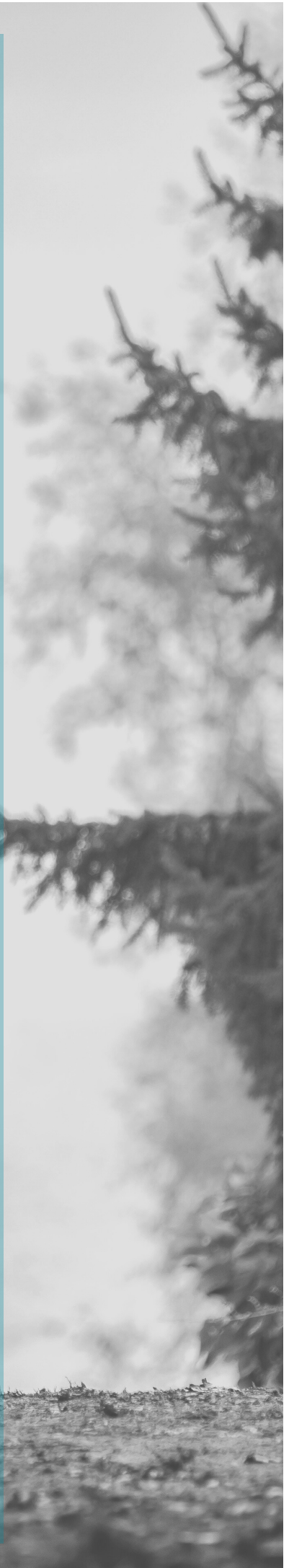# airdocs

Clever Delivery

Automated delivery intelligence

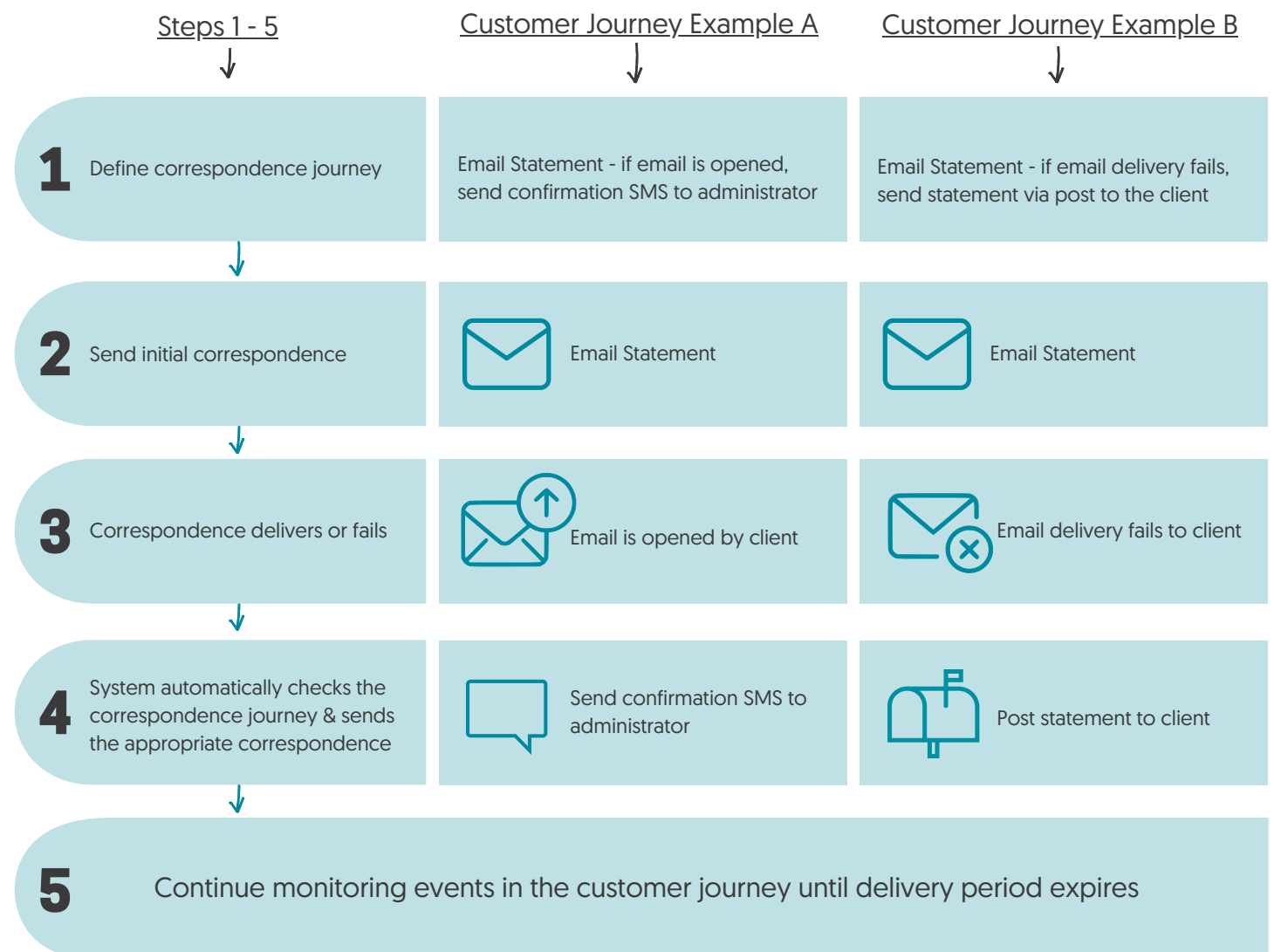# Clever Delivery

Automated delivery intelligence

What happens when your client's preferred delivery method fails?

With Clever Delivery you can design rule-based alternate delivery channels when the client's preferred delivery channel fails, for example an incorrect email address or full mailbox.

Clever delivery is a simple way to address compliance requirements related to guaranteed communication delivery.

Clever Delivery Lifecycle

Steps 1 - 5	Customer Journey Example A	Customer Journey Example B
1 Define correspondence journey	Email Statement - if email is opened, send confirmation SMS to administrator	Email Statement - if email delivery fails, send statement via post to the client
2 Send initial correspondence	Email Statement	Email Statement
3 Correspondence delivers or fails	Email is opened by client	Email delivery fails to client
4 System automatically checks the correspondence journey & sends the appropriate correspondence	Send confirmation SMS to administrator	Post statement to client
5 Continue monitoring events in the customer journey until delivery period expires		

Automated delivery practical examples

1   If email delivery fails to Alex, automatically send a Clever SMS asking for an updated email address via return SMS

2   If email delivery fails to Alex, automatically send a follow up SMS & a posted copy

3   If DocuSign is delivered & signed by Alex, automatically notify the administrator via email

4   If DocuSign is delivered & rejected by Alex automatically notify the administrator via email

5   If DocuSign document is signed by Alex, automatically send Alex a welcome pack

Experience the benefit to your business

Guaranteed delivery of your customer correspondence

Meet compliance requirements

Improved cash flow - no more missed invoices / statements

Reduced admin & call centre costs

Happy clients with better client communications

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"Seeing is believing"

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The clever correspondence platform

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