



## Customer Engagement

Customer Contact & Interaction Management

# EngageOne® Compose

Engage customers with unprecedented flexibility and speed.

To thrive in today's anywhere-to-everywhere communications culture, you need to produce reliable, relevant communications in real time. Now you can empower customers and business users alike to create communications with EngageOne Compose.

This powerful customer communications management solution connects to your business systems, processes and control procedures. Communications can be created anywhere by customers through self service or business users during customer interaction. The result: Timely, relevant engagement efficiently personalized to customer needs. Plus, rules-based templates make it easy to ensure brand compliance.

## Experience single-server simplicity.

- Powerful
- Scalable
- Flexible
- Reliable
- Cost-efficient

## Connect with customers at their moment of need.

### Interactive personalization

Empower business users to quickly create customer-specific documents, such as applications, estimates, onboarding information and more. With EngageOne Compose templates, business rules ensure appropriate use of logos, disclaimers, legal conditions, delivery channels and real-time data, so business users can focus on delivering outstanding customer experiences.

### Self-service on demand

Connect customers to communications on-demand, anytime and anywhere. Allow them to select their preferred mode of delivery – print, mobile, email, SMS and video. With self-serve statements, reports and other on-demand documents, they can access the information they need, 24/7, at their convenience.

### High-volume batch

When you need speeds and feeds, EngageOne Compose delivers. Generate bills, statements, explanations of benefits and other high-volume communications with extraordinary speed and reliability.

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## Streamline every step.

With EngageOne Compose, you'll gain new efficiencies from document creation through archiving and retrieval. It's easy to deploy on premise or via the cloud. Integrate it with the applications, systems and touchpoints of your choice. When you manage all your customer communications on a single platform, you'll bring a new level of consistency and control to customer communications enterprise-wide.

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*Template changes that once took months can often be completed in a fraction of the time with EngageOne® Compose.*

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## Collaborate with ease.

The EngageOne Compose workflow enables your project managers to assign auditable tasks to subject matter experts and decision makers, then easily track, compile and consolidate inputs. Automated design review and approval increases quality control and accelerates time to market. New communication templates can be quickly designed, reviewed, approved and released. An "active content" feature controls real-time use of relevant customer and business data. Plus, communications may be routed for internal review and approval prior to being issued.

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## Enjoy all the benefits of EngageOne Compose.



### Accelerated ROI.

Deployment is quick, so productivity doesn't have to wait.



### Minimal disruption.

We'll help to ensure continuity in your day-to-day operations, allowing you to seamlessly address business and compliance requirements as you expand your capabilities.



### Interface selection.

Choose from a suite of interfaces including APIs and Web Services. Connect with your front-end and back-office systems to generate, collaborate, track, and reconcile the communications created. Work in the Internet browser of your choice. Our intuitive user interface is WCAG compliant and supported on Internet Explorer, Microsoft Edge, Google Chrome, and more.



### Intuitive experiences.

Business users can be up and running right away, with minimal training required. An intuitive role-based user interface exposes the appropriate features to front-end and back-office users across your organization. EngageOne Compose can also connect to your existing CRM, ERP and workflow applications, so users can collaborate with EngageOne Compose via already-familiar interfaces.



### Outstanding support.

Our award-winning software support and maintenance services are flexible and designed for organizations of all sizes. Applying years of in-depth industry domain expertise, and trained support professionals and subject matter experts provide guidance and troubleshooting as needed, every step of the way.

## Let users choose how to work best.

Two interactive options within EngageOne® Compose help business users interact with templates with optimal efficiency. These make it quick and simple to create relevant and personalized communications during each customer interaction.

The screenshot shows a web-based form titled 'Edit Communication' for a 'Family Benefit Call'. At the top, a progress bar indicates five steps: Family Benefit (checked), Customer Keys (checked), Customer Details (checked), Edit Communication (active), and PDF (checked). Below the title are buttons for 'Cancel', 'Preview', 'Save for Later', and 'Submit'. A red asterisk indicates required fields. The form includes a 'Caller name' field with 'Mr A Person' entered, and a question 'Is the caller a Canadian citizen?' with a 'No' selection. A tooltip for the question states 'The caller MUST be a Canadian citizen'. On the right, there are sections for 'Attachments' (with an 'Attach File' button) and a 'Note' field.

Forms input

The screenshot shows the 'Edit Communication' WYSIWYG editor. The top navigation bar includes 'EngageOne' and 'Administrator'. Below it, a menu has 'Home', 'Projects', 'Templates', 'Communications', 'Tasks', and 'Awaiting Delivery'. A progress bar shows steps: CSR Contact, Customer Keys, Customer Details, Edit Communication (active), and Select Delivery. The main editing area has a toolbar with 'Edit', 'View', 'Format', 'Tools', and 'Help'. The content area displays a template for 'Construction Commercial Bank of Boston' with a logo and a text box containing a message about a missing communication. A 'First Name' field with 'Mike' is visible. On the right, there are sections for 'Attachments' (with an 'Attach File' button), 'Archive' (with a 'Search Archive' button), and a 'Note' field.

WYSIWIG template

## Go interactive.

Eliminate dependence on MS Word templates, reduce data-entry errors, and improve compliance and quality control. Organizations across industries are accelerating effective engagement by increasing interactive service-center automation with EngageOne Compose.

### Insurance

- EOBs
- Policies
- Annuity statements
- Welcome kits
- ID cards
- Policy publications
- Marketing insert

### Financial Services

- Statements
- Invoices
- Reports
- Welcome kits and letters

### Government

- Tax bills
- Retirement and pension statements
- Letters
- Reports

### Telecommunications and Utilities

- Consolidated bills
- Statements
- Invoices and reports
- Emails
- Marketing materials

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# Accelerate digital transformation with our EngageOne® portfolio solutions.

Digital transformation is evolving the way organizations interact with customers, and Pitney Bowes is providing the tools. With a comprehensive selection of connected, high-power customer communications management solutions, we bring more flexibility, efficiency and control to the process of engaging customers at their moment of need.

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## Other EngageOne solutions from Pitney Bowes

### EngageOne Vault

See what your customer sees in seconds to inform quick, meaningful interactions. EngageOne Vault is a powerful repository that easily connects with business systems, including accounting, billing, customer care, call center and CRM applications. It connects with EngageOne Compose to create a near-real-time archive of all customer business communications.

### EngageOne Digital Self Service

Enable your customers to do more via online and mobile with the devices of their choice. Plus, give them access to their entire communications history through a secure, personalized portal. With EngageOne Digital Self Service, customers can pay bills, access historical communications created in EngageOne Compose, and find the right information fast.

### EngageOne Inform

Track the delivery of mailed communications using United States Postal Services Informed Visibility data connected to your business data. Gather insight on the acceptance of mail by the USPS, in home delivery information, and undeliverable as addressed communications to further engage with your customers at their moment of need.

### EngageOne Deliver

Use EngageOne Deliver to send communications created in EngageOne Compose via email, SMS and push notifications to the customer touchpoint of choice. It's easy to track opens, manage bounces and response.

### EngageOne Video

This award-winning solution allows you to create compelling, interactive, personalized customer experiences. Using the data from your customer communications management solution, it reflects customer choices and actions in real-time. It's a powerful way to interact with your customers when, where and how it's most convenient to their needs.

### EngageOne Converse

Communicate with customers on messaging channels. Provide them with added convenience—and lower your cost of service. From appointment scheduling to quotes, bill explainers, alerts and updates, you can use EngageOne Converse to create user-friendly customer conversations that are automated, data-driven and can be escalated to humans.

## The expertise you need

Experts from the Pitney Bowes Professional Services team and Partner Network can help you plan, create, deploy and maintain your client customer communications solutions.

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For more information,  
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