

Digital Self-Service & Channel Deflection

Transform outbound communications into **interactive self-service experiences**

We transform static notifications and documents into conversational, action-enabled journeys that resolve customer needs and reduce inbound service demand.

Our Approach



Transform standard notifications into **self service journeys**

We transform your routine outbound alerts, statements, and notifications into conversational, action-enabled self-service journeys that resolve customer needs at the exact point of engagement.

By embedding intuitive, interactive capabilities directly into every communication touchpoint, we empower your customers to complete simple tasks independently without escalating to support channels.

Our fully managed service is built to seamlessly complement and layer over your current internal systems. This dramatically enhances your overall customer experience and accelerates query resolution without requiring a complex, costly, or risky overhaul of your existing IT infrastructure.



The Opportunity



From routine messages to **guided self-service**

Help your customers resolve their needs instantly within the channels they already use.

- **Enable faster resolution**
Convert routine queries into guided and highly contextual digital interactions.
- **Improve understanding**
Transform static documents into interactive experiences that are easy to navigate.
- **Strengthen service efficiency**
Embed intuitive self-service capabilities directly into your daily customer communications.
- **Improve Autonomy**
Empower customers to complete simple tasks without escalating to your support channels.

Key Solution Capabilities



Turn static communication into **interactive experiences**

- **Interactive document experiences**

Convert static statements and invoices into guided responsive interfaces that support real-time understanding.

- **Context-aware chat layers**

Enable customers to query information and navigate billing, account or other content directly within their communication channel.

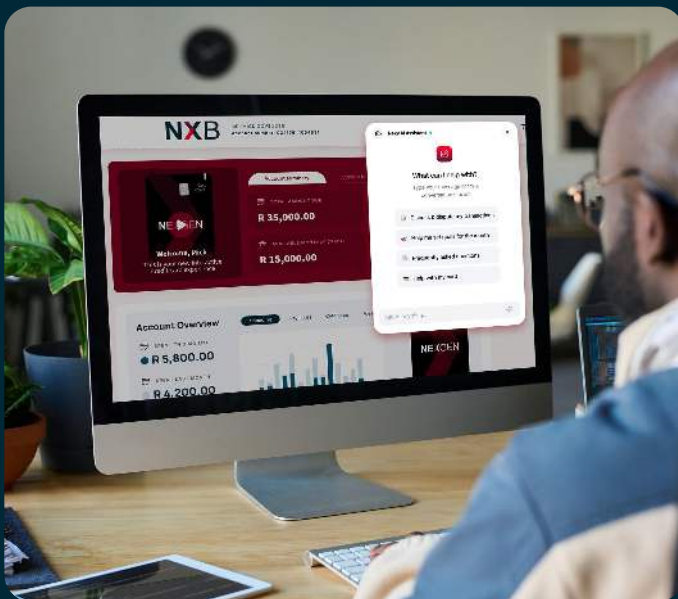
- **Messaging-enabled self-service journeys**

Support friction-free, immediate actions - such as retrieving documents, downloading apps, or updating account details seamlessly.

- **Intelligent fallback routing**

Ensure absolute continuity by routing customers to alternative channels or live agents when advanced support is required.

Communications We Manage



Digital self-service embedded into **seamless customer journeys**

We turn routine messages into interactive self-service experiences that resolve customer queries before they reach your support team.

Digital Adoption & Onboarding

- Online Account Registration Communications
- App Download Journeys
- Digital Features Awareness

Proactive Support Guidance

- How-to Guides
- Digital Self Service Tips
- Channel Adoption Communications

Instant Resolution & FAQs

- Frequently Asked Questions
- Conversation Assistants
- Interactive Account Queries

Use Cases



Interactive experience that **drive customer action**

Interactive statements and notifications

We turn routine communications into guided experiences that allow customers to complete simple actions directly within the message.

Policy and account communication

We convert complex, text heavy regulatory documentation into clear conversational formats that improve comprehension compliance.



Business Outcomes



Embedded self-service options that **reduce support friction**

01 Reduce inbound operational load

by deflecting and resolving a significant percentage of routine queries through embedded self-service capabilities, freeing up your contact centre staff.

02 Elevate customer experience

by removing traditional friction associated with telephonic support, hold times and manual website navigation.

03 Accelerate resolution speed

by letting customers take action, sign-up or clarify details the moment they open your communication.

Why Partner With Us



Tilte brings together communication orchestration, contextual intelligence, and embedded interaction design to transform outbound messaging into service-enabled experiences.

By designing, deploying, and managing these journeys on our cloud environment, we help organisations resolve customer needs at the point of communication while drastically reducing operational load. We improve clarity, speed, and engagement across every interaction - all without adding a technical or development burden to your team.

Ready to **scale your digital self-service** without adding a technical burden to your team?



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