

Real-Time Correspondence

Let non-technical, customer-facing teams **rapidly generate** one-off, compliant, on-brand communications.

Real-Time Correspondence
is built for non-technical users.

Easily update, modify,
and approve compliant
communications while
maintaining brand
standards.

Built on Elixir,[®] Real-Time
Correspondence is a
low-code and highly
configurable cloud
application.

How it works

- 1** Admin users configure templates for Real-Time Correspondence (RTC) in Elixir®.
- 2** Client admin users in Real-Time Correspondence configure the application builder, including APIs, workflows, attachments, form setup and approval workflows in a low-code environment.
- 3** Using RTC, The application user searches the customer's ID and chooses an appropriate letter template.
- 4** The application user accesses the document template and fills it with the customer's updated information.
- 5** Once updated, Elixir instantaneously composes the document, exposing it as a production-ready live preview in RTC.
- 6** The application user submits the completed document into production. If a final approval is required, the document will enter into an approval workflow before production.

Client admin

A progressive, widget-based experience, ideal for supervisors and managers

Using the Real-Time Correspondence no-code configuration layer, the client admin is able to rapidly configure the user experience and workflow for the customer-facing user. The client admin configures a project to their team's exact needs without involving IT.

Application user

An intuitive and easy way to personalize communications on the fly

The application user can fulfill a customer request by simply selecting a communication template, updating it with the customer's information, and digitally delivering it to the customer or submitting the updated communication into to an approval workflow. Perfect for customer service representatives or an insurance field agent.

Document approver

A progressive approval process built to empower SMEs and managers to swiftly and accurately approve or reject correspondence

The document approver can be configured into the Real-Time Correspondence workflow as a final approver before the finished correspondence is sent to the customer. The document approver can accept or reject changes and comment on correspondence created by the application user before submitting the completed communication to production.

Benefits

Self service

Real-Time Correspondence is developed as a low/no-code application, with design-based thinking to simplify the user experience. Your employees will be able to build approved correspondence and configure workflows quickly, without help.

Scalable

Real-Time Correspondence is completely scalable to the changing number of front desk staff, CSRs, and other team members.

Integration with Elixir

The Real-Time Correspondence application integrates with your batch variable document production and has all the benefits that Elixir provides, including deep API capabilities, workflows, and an integrated, on-demand, live preview service.

Personalized communications


Empower your customer-facing teams to improve CX by leveraging pre-existing content and templates to update personal information in real time and deliver on-demand correspondence.

Approval workflows

Easily configurable approval workflows make sure your communications map to your organization's proper approval processes.

Operational efficiency and compliance

Real-Time Correspondence is powered by Elixir using pre-approved content and templates to compose communications on the fly, which users can then modify.



Simplify the
user experience
with Real-Time
Correspondence.

Generate customer communications that comply with legal requirements and industry standards for financial services, healthcare, insurance, and other highly regulated industries.

Grow your customer base through improved and differentiated user experience with Elixir Real-Time Correspondence.

Elixir Technologies
1314 East Ojai Avenue
Ojai, CA USA 93023

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