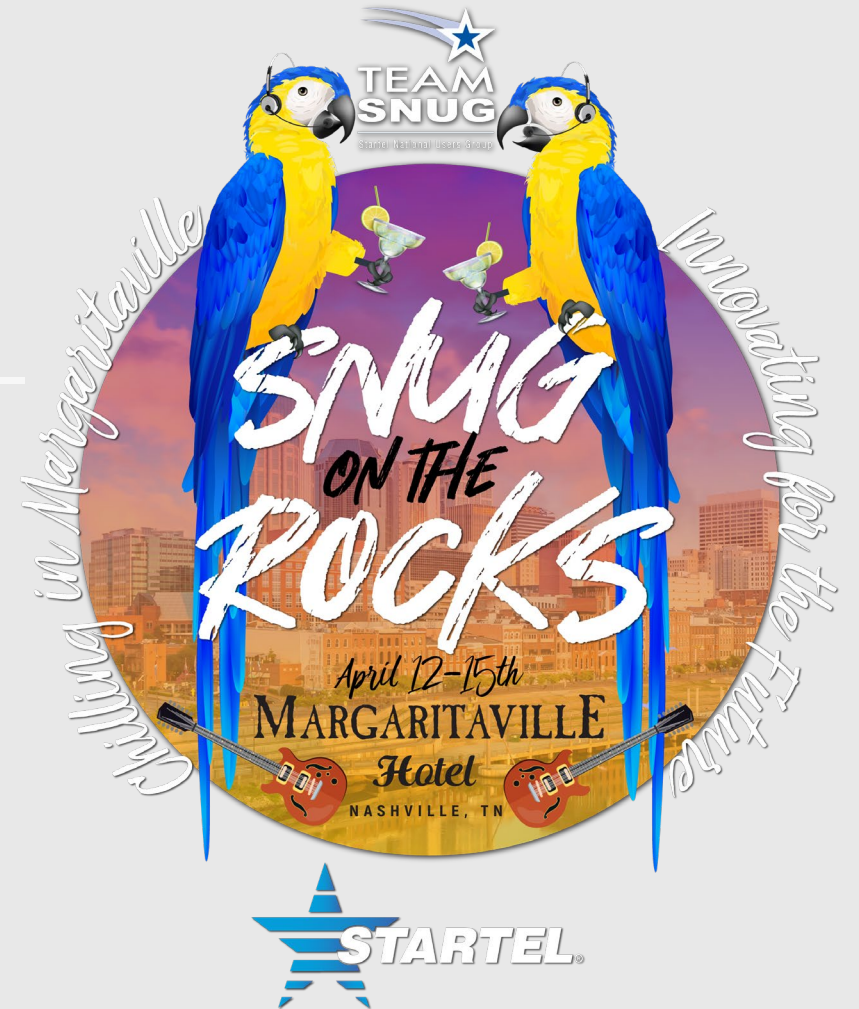
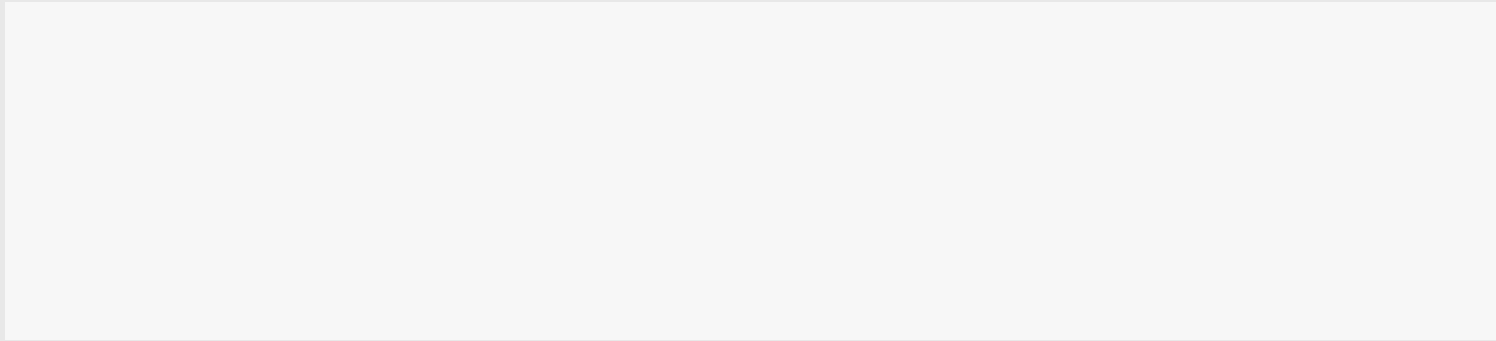
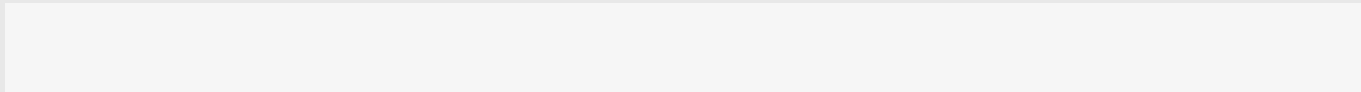


# Meet Me

---



# MeetMe



# MeetMe:

## The Best Feature No One Has Heard Of

**Presented By: Drew Ritter**

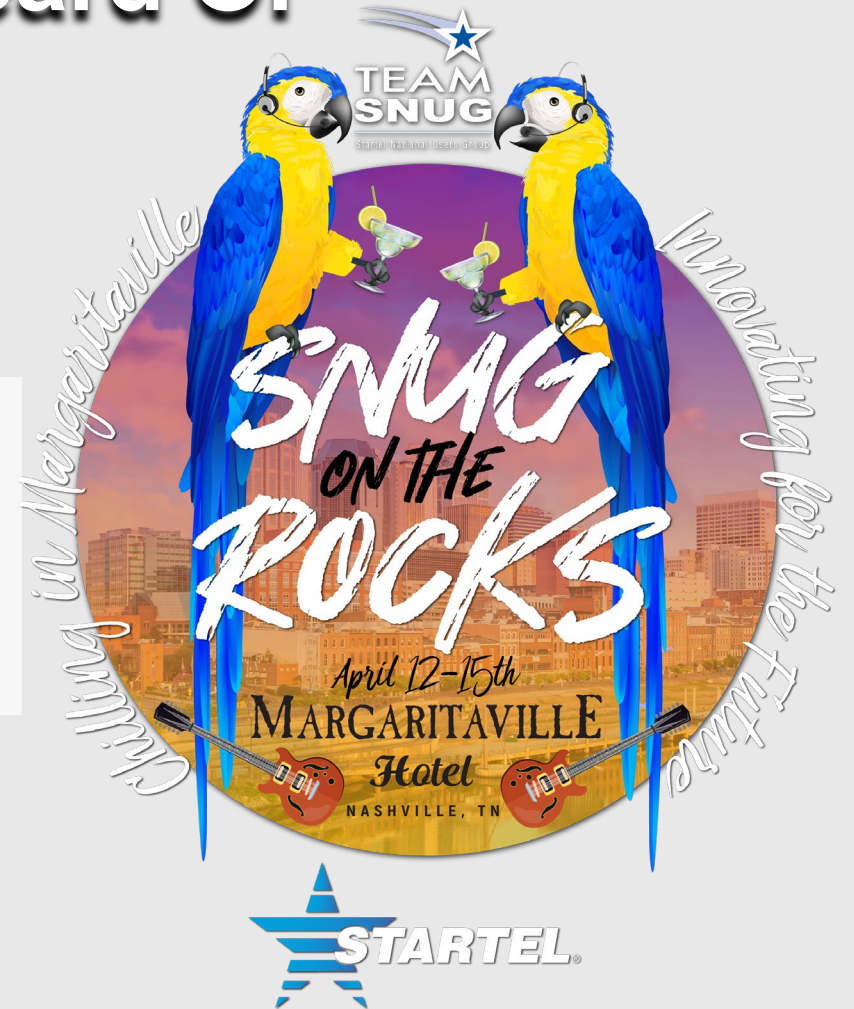


# MeetMe:

## The Best Feature No One Has Heard Of

**Presented By: Drew Ritter**

Automated.  
Efficient.  
Modern.



# MeetMe: And Why It Should Be Called "Auto-Patch"

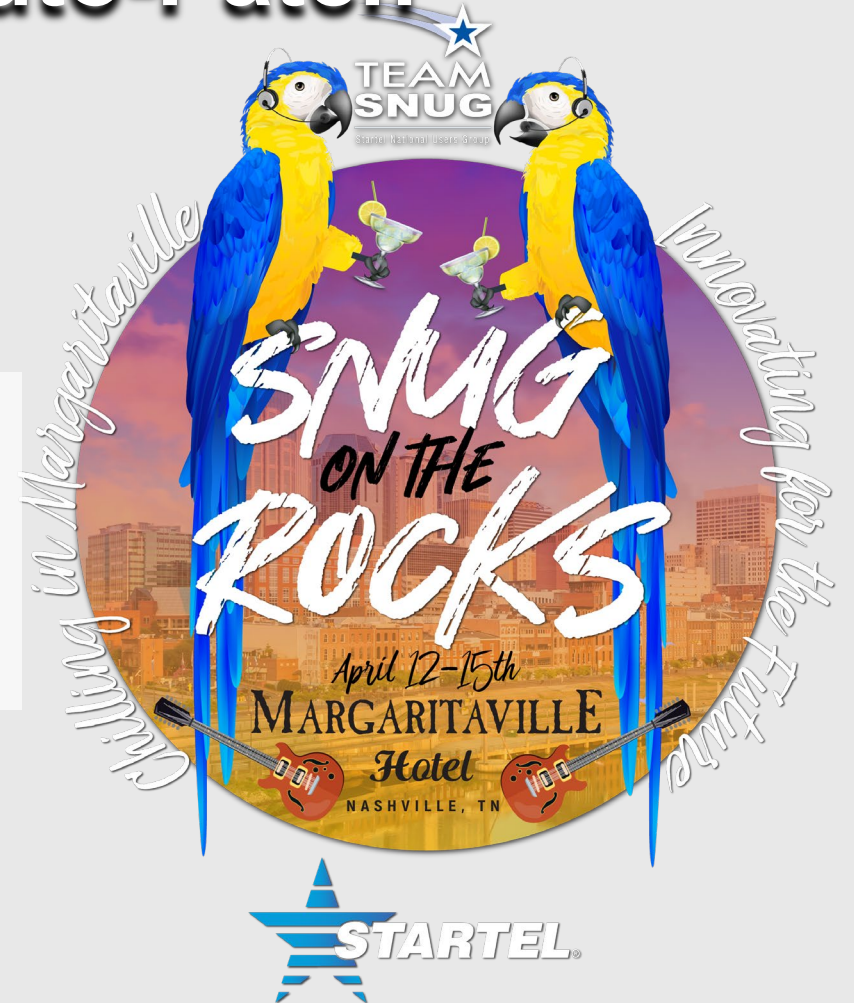
**Presented By: Drew Ritter**

Automated.

Efficient.

Modern.

Understanding The Power Of NextGen Call Patching.



## The Waiting Game

"Please hold while I try to reach the doctor."



## A Common Scenario

Every day, callers wait on hold while agents manually try to connect them with busy professionals.

Both the caller and agent are frustrated.



# The Patching Problem



**Hold**

Caller is Parked or placed on Patch Hold

**Dial**

Agent dials the client

**Multiple Outcomes**

Voicemail, busy, no answer... retry or escalate

**Announcement**

Agent announces the call

**Patch**

FINALLY connect both parties... maybe

# Why Patching Sucks



## Time Consuming

Every minute spent manually connecting calls is a minute lost in productivity.



## Agents Tied Up

Agents cannot handle other callers or tasks while waiting for patching to complete.



## Caller Waiting Blindly

Callers had no visibility into process... just crappy hold music and uncertainty.



## Potential High Failure Rate

Voicemails, busy signals and missed connections mean starting over repeatedly.

# Too Many Variables



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# What If We Flipped the Process?

## The Old Way

Chasing the client through endless transfers, hold times, and missed connections.



## The New Way

Instead of chasing the client... create a place to meet.





# The Olden Times



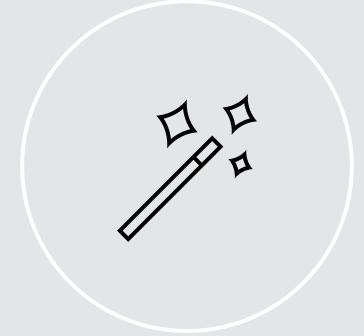
## Overhead Paging

Hospitals relied on building-wide PA systems to locate staff.



## Manual Extensions

"Dr. Smith, call extension 1234" echoed through hallways.



## No Automation

Every connection required human intervention and waiting. Lots of waiting.

# MeetMe Explained



## Caller Placed on Bridge

The caller is placed in a conference bridge, ready to connect when the client arrives.



## Call-In Number Generated

The CMC/Soft Switch assigns a unique call-in number from assigned inventory for the bridge.



## CMC Notifies Client

The system notifies the client via their preferred contact method (SMS, SM+).



## Client Joins Call

The client dials in and joins the caller. No manual patching or additional agent intervention required.

# The MeetMe Flow



## Agent

Agent initiates the process

## Bridge

Caller is placed in conference bridge with callin number

## Alert

The CMC sends notification to intended recipient

## Notification

Realtime alerts sent to client

## "Patched"

Client dials in and the parties connect

# MeetMe Feature Overview

## Operational Efficiency



### Agents trigger and move on

Agents simply trigger the process and immediately move on to the next caller. Lower failure rate.



### Hold Time Perception

Callers spend less time on hold, improving satisfaction and reducing abandonment rates.



### Faster connections

MeetMe bridge connections mean faster resolution times and improved response metrics.



### More calls handled

With streamlined workflows, agents can handle significantly more calls per shift.



MeetMe  
Real World Use Cases

# Built for Urgency.



**Doctors**



**Service  
Technicians**



**YouName It**

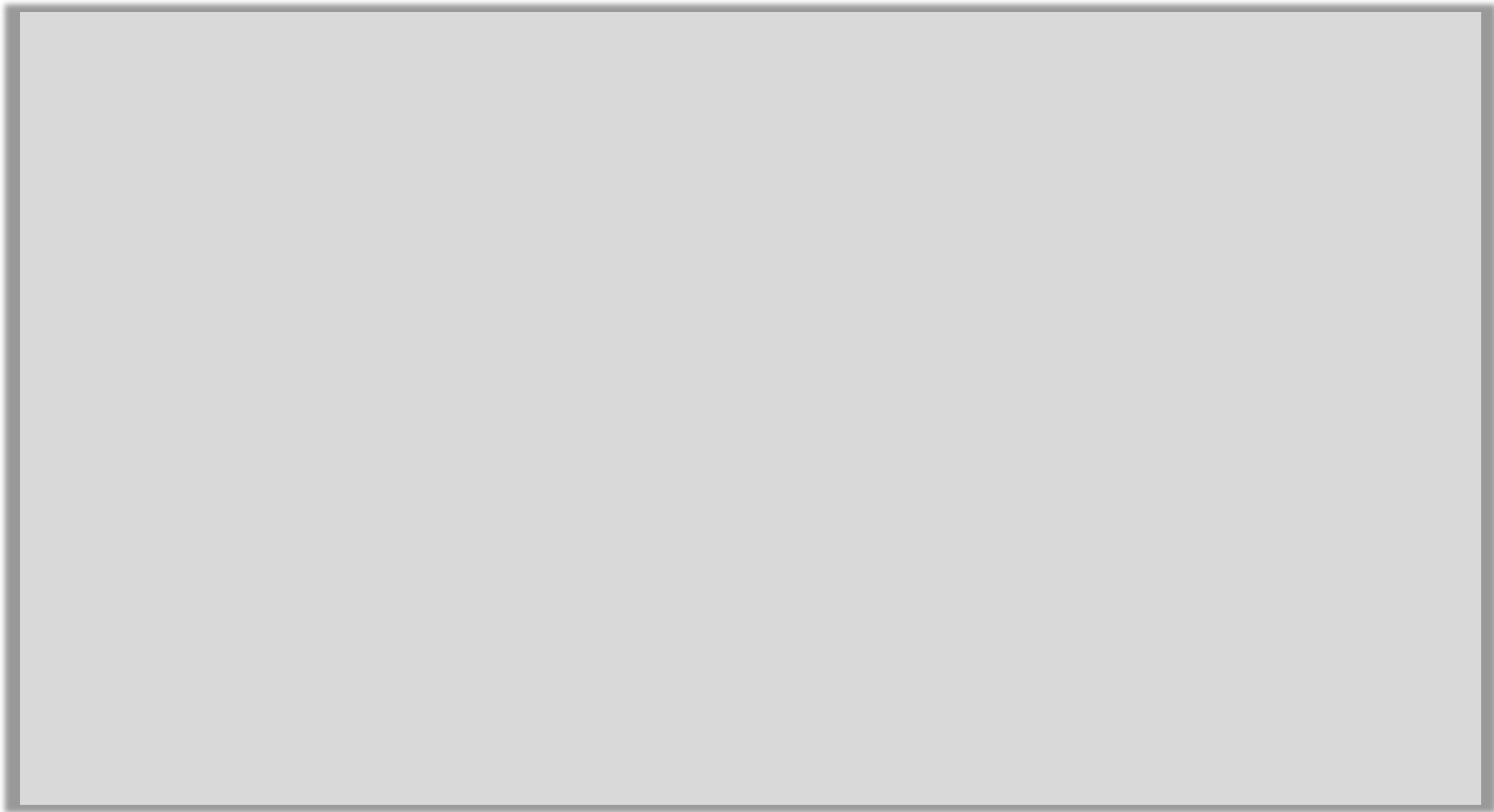
MeetMe can  
replace traditional  
patching in most  
instances.

MeetMe Isn't Just A Feature...

It's Automated Call Patching.

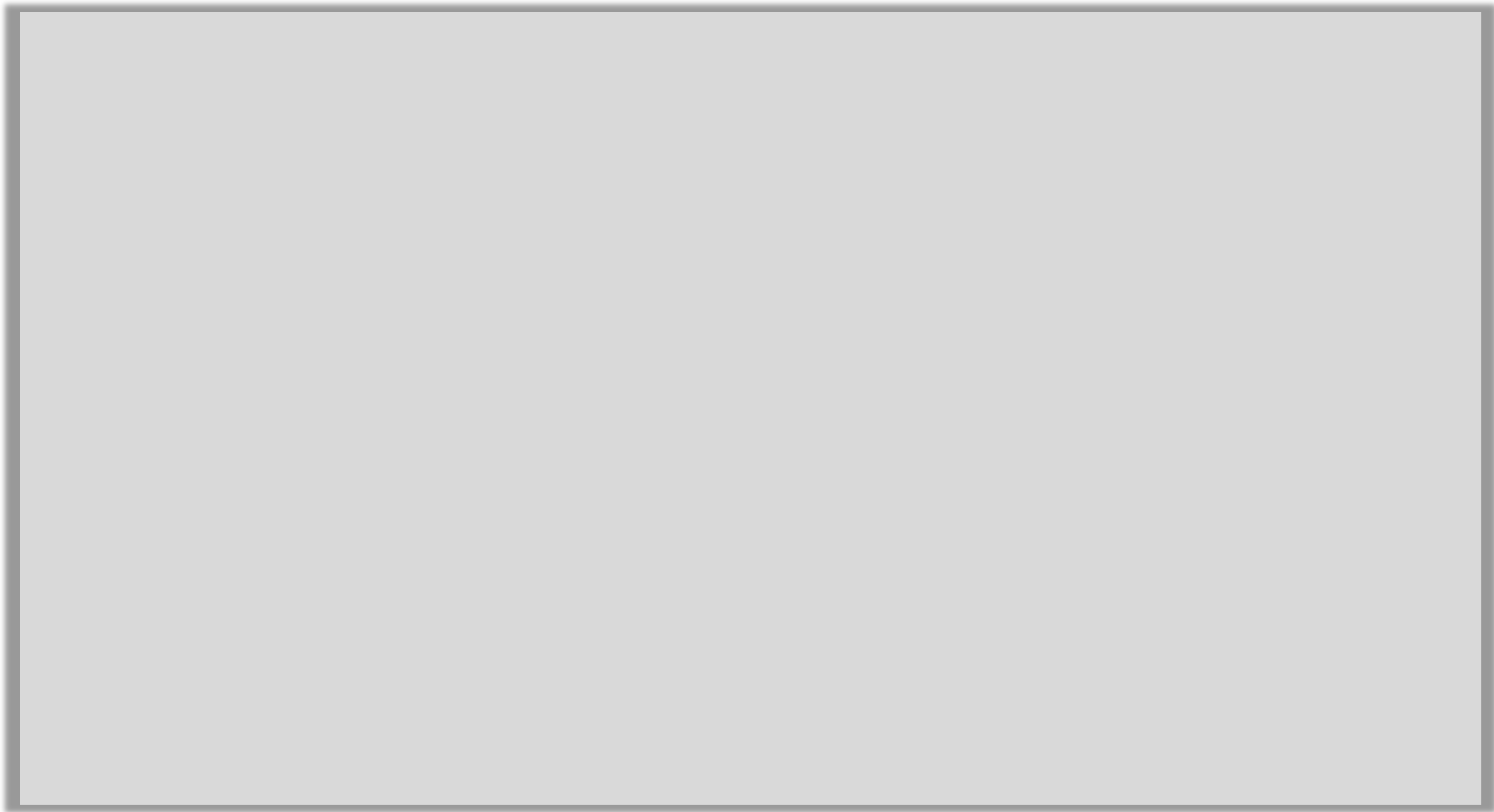
**Stop Chasing the Call.**

**Let Them Meet You There.**



# What You Need

- **A Bank Of DID Numbers Allocated To MeetMe**
- **MeetMe Scenarios Installed And Configured On Your Soft Switch**
  - **An Account For Testing**
  - **A Plan For Deployment**
- **Cycle Through DIDs, Use Pin Numbers, Etc.**



# The Only Thing Missing Is A Dispatch Script

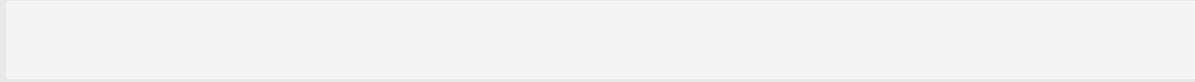
**Take Message, Press Save, Move On!**

Streamlined. Automated. Efficient.

And *THAT'S* Why It Should Be Called  
"Auto-Patch"

*Even Though Its Really Not Patching*

# THANK YOU



**TEAM SNUG**  
Startel National Users Group

*Chilling in Margaritaville*

**SNUG ON THE ROCKS**

*Innovating for the Future*

April 12-15th  
**MARGARITAVILLE**  
Hotel  
NASHVILLE, TN

**STARTEL**