

hiya connect

Finally, the answer to declining call contact rates.

Help customers pick up the phone with confidence.

Establish Trust and Connect the First Time

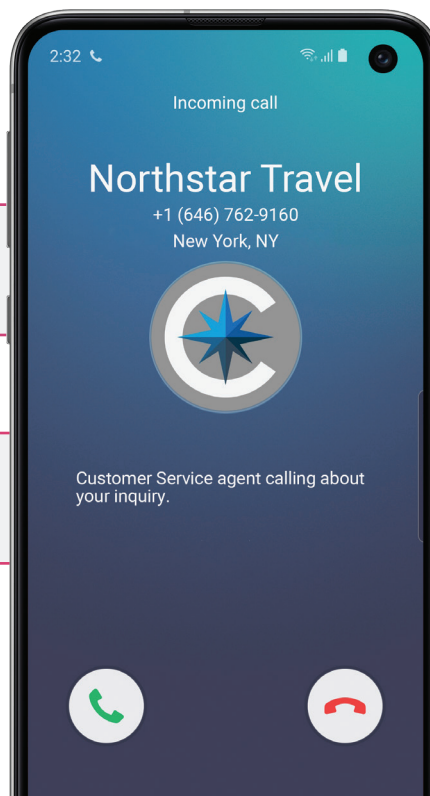
Only one in four unidentified calls to consumers (26%) are answered, while 69% of verified business calls are picked up. Inundated by texts, robocalls and possible scams, consumers are avoiding unidentified calls and leaving enterprises like yours with no answers for declining contact rates.

With enhanced business caller ID, Hiya Connect brands, verifies and contextualizes calls from your business so consumers can immediately know – and trust – who’s calling and why.

How Does Hiya Connect Work?

Hiya Connect is delivered seamlessly through mobile carriers, including our partner AT&T, and via Samsung smartphones. Picture your business’s name, logo, location and reason for calling appearing on a consumer’s mobile phone. Now picture that consumer answering the call, knowing that the call is legitimate, timely and important.

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Number and location verify that it's your business calling. ✓

Customers answer with confidence. ✓

✓ Company logo instills customer confidence.

✓ Quick detail provides reason for the call.

An Opportunity for any Enterprise

Hiya Connect can help significantly increase answer rates and the quality of consumer mobile phone interactions, no matter your field:

Health Care - Medical Practices, Doctor's offices, Hospitals, Pharmacies

Financial Services - Banks, Credit Unions, Debt Consolidation, Collection Agencies

Insurance - Home, Life, Health, Auto

Government - Public Schools, First Responders, Local Agencies

Automotive - Car Dealerships, Car Repair

Retail - Rideshares, Deliveries, Customer Care

Key Benefits

- ✓ Increase answer and contact rates
- ✓ Maximize brand reputation and ROI
- ✓ Improve customer satisfaction and NPS
- ✓ Enhance outbound contact center performance

“Over the past 8 months, our contact rate has increased by almost 50%. We love how we can edit the call purpose so our users know what the call is regarding.”

– Stuart Parkin, Head of customer service, Regit.

Increase your company's revenues, outbound calling performance and overall ROI.

To learn more about Hiya Connect, visit connect.hiya.com.

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About Hiya brings trust and identity into the mobile call by making the calling experience secure and engaging on every smartphone globally. With a mission to provide a better phone experience, Hiya's products and services provide users with the context needed to help them decide whether or not to pick up their phone. Through analysis of more than 13 billion calls per month, Hiya protects over 90 million users from unwanted scam and nuisance calls

globally. Hiya is available as a consumer app on Google Android and iPhone and is integrated into the phone experience for AT&T Call Protect, T-Mobile Name ID, ZTE Axon 7 and Samsung Galaxy S7, Galaxy S8, Galaxy Note8, Galaxy S9 and all A-Series and J-Series users worldwide.

For more information, please visit www.hiya.com.

*Hiya State of the Call Half-Yearly Report 2019