A real-time call center integration that gives contact center agents access to live postal delivery data

IMPROVE THE CUSTOMER EXPERIENCE

Your Contact Center's Secret Weapon

Are mail-related calls dragging down your customer service?

You're not alone. For most enterprises, a missing mailpiece still sparks a full-blown customer service event – frustrated customer, long call, uncertain answer, expensive resolution.

But there's a better way. And it's hiding in plain sight.

GRAYHAIR

POSTAL DATA
THE CONTACT CENTER'S SECRET WEAPON

- What if your agents could see the status of every mailpiece is — **instantly?**
- What if you could stop calls **before they happen?**
- What if address issues didn't require **detective work?**

POSTAL DATA IS THE ANSWER

Imagine the impact of **clean, real-time, business-ready insights** pulled straight from USPS systems and delivered directly to your call center agents.

This is your new **secret weapon.**

A FRESH LOOK AT AN OLD PROBLEM

"Where's my mail?"

If your agents can't answer **"Where's my mail?"** in under 10 seconds — nothing else matters.

Mail delivery visibility is the missing layer — the operational blind spot. Solving it means you **anticipate friction**, **reduce and deflect more volume**, and **boost customer satisfaction** across every channel.

Empower your agents (and self-service systems) with postal data intelligence. Give your team visibility into address changes, delivery outcomes, and returned mail - without switching platforms or launching a massive IT overhaul.

INTRODUCING PD3C

By implementing GrayHair Software's "Postal Data Contact Center Connector" (PD3C), organizations can reduce mail-related inquiries by equipping agents with real-time postal delivery data.

The impact?

- Proactively notify customers of mail status
- Equip agents with precise, real-time updates
- Reduce handle times and call volume
- Identify and fix bad addresses before they cause problems
- Strengthen customer trust with fewer surprises
- Faster call resolution

PD3C offers rapid, low-code deployment and the potential to save hundreds of thousands of dollars in annual support costs while improving customer satisfaction.

WE HELP YOU:

- Integrate postal delivery events directly into your CRM
- Enable IVR and digital self-service to deflect routine mail inquiries
- Use address intelligence to clean your enterprise data at the source
- Support compliance and marketing with better address precision
- Save money on operations — and keep customers from bouncing
- Enable future AI success. AI models, especially machine learning algorithms, are trained on data, and the quality of that data directly impacts the model's performance and reliability.
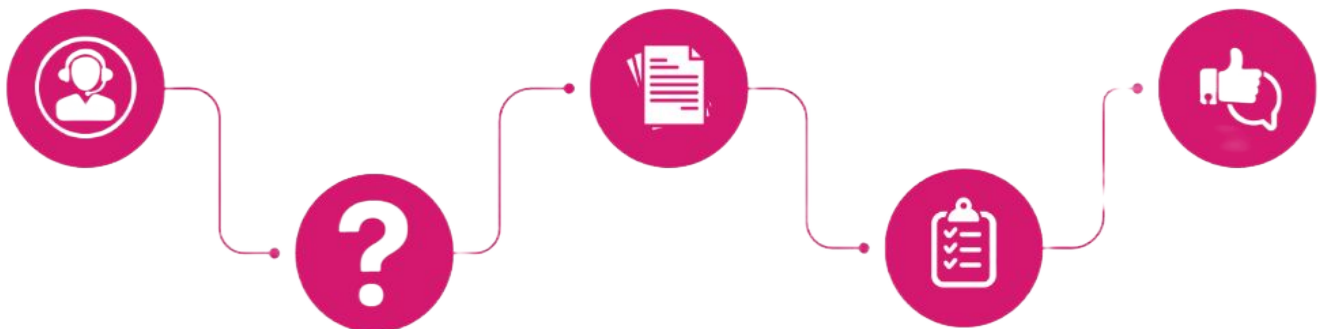
PD3C is built to deploy fast, with low-code APIs and minimal lift from your IT team!

Watch your mailbox for your new cards — View in Browser

Company Logo

Cards Mailed to:
Member: John Smith
Member 2: Jane Smith
Account No: 00 000 000 000

Your Company
John Smith
00 000 000 000
01/20

Your new Membership Card is arriving

Membership Renewed	Cards Mailed	Out for Delivery

Carrier: USPS — Address: 109, Anywhere St

Track my Cards

WHAT YOU GET

1 Real-Time Delivery Status: Every mailpiece. Every step. Every event.

2 Smarter Agents: No more "I'm not sure." Just answers.

3 Lower Call Volume: Proactive notifications = fewer inbound calls.

4 Clean Address Data: Accurate records, lower returns, better compliance.

5 Customer Satisfaction; Fast answers. Fewer escalations. More trust.

THIS ISN'T JUST CUSTOMER SERVICE

It's a smarter way to run your contact center.

Ready to put postal data to work?

Reach out at engage@grayhairsoftware.com to schedule a 1:1 demo or visit our website for a self-guided demo (no registration required).

GrayHair Software

POSTAL DATA IS ENTERPRISE DATA.

BUSINESS-READY. BUILT FOR RESULTS.

GRAYHAIR