

RELAY

Features ▾ Solutions ▾ Why Relay? Resources See a Demo

Build

The power to solve your biggest CX challenges

With CX Builder®, you have all the tools to create, automate and increase customer engagement at scale.

Drag-and-drop mobile experience creation tools built for teams

- Intuitive tools that any team can use to create and design experiences
- Takes out the guesswork by showing what your customers will see
- Dynamic message content and actions to increase customer engagement

One Sky Cable
05/08/2019, 11:29 AM

Order Confirmation

Experience
Client Message Tag
Branding: One Sky Cable
Display Banner
Image or Video
Message Content: We're happy to be part of your move, @[account_firstname]. Your One Sky Cable Self Install Kit is scheduled for delivery to 1327 Pine Street on 05/17/2019. We'll send you a message with the tracking information as soon as your equipment is on its way.

Moving: Self Install

1a Order Confirmation
Hi @[account_firstname],
Your One Sky Cable Self Install Kit is scheduled for delivery to @[input_address] on @[input_service_date].
We'll send you a message with the tracking information as soon as your equipment is on its way.

2a Shipment Notification
Hi @[account_firstname],
Your self install equipment was shipped to @[input_address] on @[input_service_date].
Track Your Package

3a Delivered
Ready to setup your new equipment? Watch this video or click below for a downloadable installation guide.
Installation Guide
Delivery Details
How to Return Your Old Equip...

Get a complete picture of your customer engagement

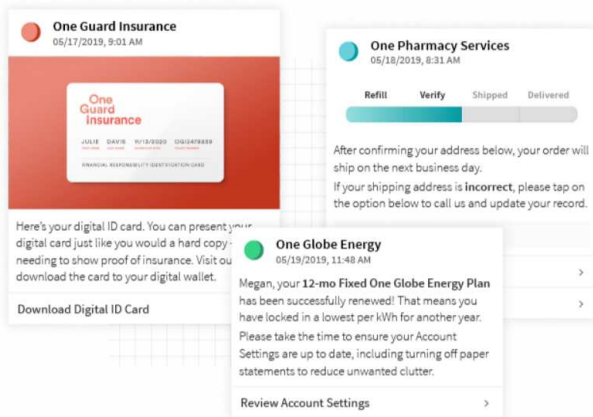
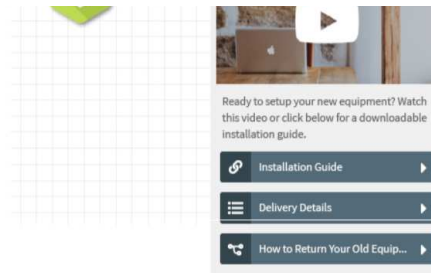
- Simple visuals that help you map all of your customer experiences
- Export options make it easy to share your vision with the team
- Highlights opportunities to increase customer engagement

Automate one-to-one customer



engagement at scale

- Flexible ways to send messages that fit with how you already work
- Delivers personalized messages automatically, from long term engagements to quick follow ups
- Complements your existing tech stack



Make an impact quickly with proven turnkey experiences

- Start immediately with pre-templated messages for your industry
- Partner with a dedicated Client Success Manager to achieve your program goals
- Access to our library of best practices to increase customer engagement



Financial Services

10 Steps to Improving Customer Experience in Banking

Nov 05, 2018



Relay Network Announces New Salesforce Integration

Feb 10, 2020



Healthcare

Healthcare Member Engagement Leads to Fewer Gaps in Care, More Preventative Screenings

Oct 28, 2019

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Interested in seeing how Relay can work for you?

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