

Be.Connected

The Be.Connected service enables Deaf and Hard of Hearing people to use standard SMS messages to contact the customer care departments of participating companies and organisations in an equal and accessible way.

Using a Phonovation developed technology, developed in conjunction with Microsoft, a Deaf or Hard of Hearing person can send a standard rate SMS that will be delivered directly to the Microsoft Outlook inbox of a customer care representative. The CSR will then be able to deal directly on a one-to-one basis with the customer.

The service will only be available to Deaf or Hard of Hearing people that are registered through DeafHear.ie or the Irish Deaf Society, and from a participating company or organisations point of view, this service enables them to respond to and contact a large number of people who would not previously had independent access.



Phonovation is Ireland's largest Automated Voice and Business SMS solutions provider. Phonovation currently process in the region of 3 million calls and text messages per month on behalf of our clients, who include UPC, RTE, Greenstar, Vodafone, Quinn Direct and a range of government departments amongst many others.

Our services include:

- **Bulk SMS**
- **24/7 Payment Solutions**
- **Charge-To-Mobile Payments**
- **Web Payments**
- **IVR and Call Handling**
- **Interactive Print & TV Services**

Call us now for more information on +353 1 2843011
Email us at orders@phonovation.com
or visit our website at www.phonovation.com