

What is blueButler?

- blueButler is the first fully integrated phone application designed for Insurance Agencies
- blueButler works with most phone systems; no need to change your phones to get the benefit of blueButler!
- At the start of every call, the blueButler real-time interface pops open with data from your AMS client file based on the phone number (or client name)
- blueButler provides workflow tags, guides, checklists, audio signature scripts, upsell/cross-sell reminders, and client call histories to ensure agency staff deliver a superior customer experience when servicing clients live on the phone
- blueButler automatically creates Activities in your AMS system for every call with links to recorded calls for playback
- blueButler drives performance in all areas critical to agency success including Customer Retention, Revenue Growth, Coaching & Training, Staff Productivity, and E&O Protection

Who uses blueButler?

- 350+ plus agencies and broker firms across North America use blueButler; firms with a few staff up to and including those with hundreds of offices

What are blueButler’s key features and benefits?

Deliver an outstanding Customer Experience while automating Errors and Omissions Protection

Do you have blueButler on your desk top?

Automated Client Screen Pop

At the start of every phone call, a “Window into your AMS” opens with:

- Summary Client and Client Policy Information
 - Recent telephone call history (who, what, when)
 - Client Servicing Team contacts
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Workflow tabs

- With checklists to guide and capture key information

Color-coded guides

- For key Disclosures, Upsells, and Cross Sells for each workflow and your Lead Campaign messages

Real-time Access to carrier portals

- Including PCI compliant credit card payment process

Automated, embedded call recording

- Linkable into your AMS
- Playable for reviews and clarifications

Automated phone call Activity Creation

- Click “Save” to push call detail, checklist information, recorded call link, and Activity Note into your AMS
- Create an Activity – set the code, date & person for the Activity

Real-time Call Tags

- Visually identify calls by their content

Daily Call Activity Manager

- Automatic visual display of every call with meta-data and playback button as soon as the call is complete
- Sort calls by customer / staff / phone number used / subject / Content Tag / Call Duration / Other
- Visual display of what the call content was & if an Activity was or was not created for each call
- Function keys at your figure tips to playback or email/share a recording as required
- “Click to Call” – just click on the number on your screen and blueButler will make the call from your desk phone

Call Content Management Reports

- Automated Call Content reports arrive in your inbox on a schedule of your choosing
 - Reports show metrics by content for each staff for selected period of time
 - Select staff content metric, “click” and listen to a few of the recorded calls behind each metric to achieve insights into your operations
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What is the Selective Insurance – blueButler Program?

- A subscription package designed to strengthen the operations critical to Selective Insurance agencies
- blueButler is a \$11 per month subscription license times the number of telephones recorded. Volume discounts apply based on the number of phones subscribed
- Selective agencies are entitled to the applicable discounts in the table below:

Agency or Agency Consortium Subscribed Phones	Normal blueC Volume Discount	Selective Agency Volume Discount	Selective Agency PRESIDENT CLUB Volume Discount
0 to 9	0%	10%	20%
10 to 49	5%	15%	25%
50 to 99	10%	20%	30%
100 to 149	15%	25%	35%
150 to 199	20%	30%	40%
200 to 249	25%	35%	45%
250 to 299	30%	40%	50%
300 to 399	35%	45%	55%
400 to 499	40%	50%	60%
500 +	45%	55%	65%

- The **Selective Agency PRESIDENT CLUB Volume Discount** is based on the agency’s status with Selective on the date shown in the blueButler subscription agreement.
- blueC delivers a packaged solution and manages the end to end implementation of the system.
- To buy the system, the agency supplies one Windows computer to run the software and pays a one-time professional services cost that averages \$700 per day ranging from 1 day to 5 days depending on the size of the agency. The cost to integrate your phones into the blueButler system is dependent on the type of phone system you use. blueC will provide a quote that includes these costs following a technical review of your phone system.
- blueC will provide each agency with a quote proposal document that outlines all costs involved in implementing the solution.

Interested in Learning More?

Contact sales@blueC802.com or Call 1-877-730-2583 choose sales (option 3)