

Leverage AI to Qualify, Engage, and Nurture Prospects in Real-Time with Total Expert and Verse



Total Expert seamlessly integrates with Verse's AI-driven, two-way conversation platform that pairs digital communications with human concierge agents who work 24/7 to engage and qualify contacts, whenever they're needed.

Verse helps drive workforce efficiency, boost conversions, and get customer-facing teams in front of the right prospects at the right time.

Let Total Expert do what it does best and let Verse handle the rest!

Additional Use Cases

Anywhere email or phones are being utilized as outreach, Verse can be inserted as a conversational SMS solution, including:

- Lead engagement
- Aged data re-engagement
- Cross-selling service/products
- Recruitment
- Asking for referrals
- Abandoned transactions

Consistently engaging and nurturing leads is challenging and expensive to scale. As your organization grows, it becomes difficult to respond to inbound inquiries quickly, leading to inconsistent and unsatisfactory customer experiences.

With Total Expert and Verse, financial institutions have access to an innovative AI-driven, human-guided technology solution that gives customer-facing teams the power to engage customers and prospects—instantly and at any scale—with two-way text conversations before their competitors do.

Key Benefits:

- Drive revenue with higher conversion rates
- Improve sales velocity and efficiency
- Enable enhanced lead quality

Conversational, fully compliant AI-driven SMS gets nearly a 100% read rate by meeting the consumer on their terms and timing to drive productive conversations.

- 84% lift in conversion rates
- 60-second average response time
- 21x more likely to close
- 200+ employees

Several awards & recognitions, including 100+ awards for value & support and 7 awards of excellence in two categories based G2 user reviews.

Customer Intelligence application

Now, with automated marketing and a 98% average open rate for texts sent by Verse, originators have access to warmer and more qualified leads. Loan officers work with their realtor partners daily and need to maximize their time. With Verse qualifying leads on their behalf, they can warm consumer conversations and ensure they're ready to talk about a loan opportunity instead of relying on cold calling early-stage opportunities.