



Hiya is modernizing the voice call with trust, identity and intelligence

Universities trust Hiya for improved connections with students, donors, and alumni.

Establish trust and connect the first time

In the mobile, digital era voice remains the universal connection. By 2023, there are expected to be more than seven billion mobile subscribers worldwide, yet the harsh reality is that answer rates keep plummeting.

People are being bombarded with fraud and unwanted robocalls. As a result, 72% of unidentified calls are not being picked up in 2020. That's a lot of students you're not getting through to.

54.6B | **128%**

spam calls made in 2019 in the US

growth in robocalls year over year

Bring trust, identity, and intelligence back to your calls with Hiya. Picture your university's name, logo, location, and reason for calling appearing on a student's mobile phone. Now, picture that consumer answering the call, knowing that the call is legitimate, timely, and important.

Beyond the branded call, Hiya allows customers to monitor their reputation and receive spam, fraud and spoofing analyses about their phone numbers so they can take action. Outbound calling can be further optimized with robust analytics that provide insight into the performance of calls over time with metrics like pick-up rate, call duration and call attempts.

Only 28% of unidentified calls are answered, while 69% of trusted calls are picked up.

An opportunity for any college or university

Hiya Connect will significantly increase answer rates and the quality of your mobile phone interactions, no matter their purpose.

- Engage prospective students with calls for program information and improve the yield of your recruiting calls
- Engage alumni with calls to get more volunteers or improve fundraising efforts
- Engage potential donors and other constituents



Our contact rate has increased by almost 50%. We love how we can edit the call purpose so our users know what the call is regarding.

– Stuart Parkin, Head of customer service, Regit

INCREASE YOUR UNIVERSITY'S VOICE CALL PERFORMANCE WITH HIYA



Learn more about Hiya Connect

Visit hiya.com/Connect or email us today connect@hiya.com

About Hiya

Hiya is modernizing the voice call with trust, identity, and intelligence that drive unsurpassed performance of the voice channel. Carriers and enterprises worldwide are transforming voice with Hiya's Voice Performance Platform, achieving full call integrity, superior experience, and higher connection rates that delight customers and deliver new levels of value for the business.



Hiya is modernizing the voice call with trust, identity and intelligence

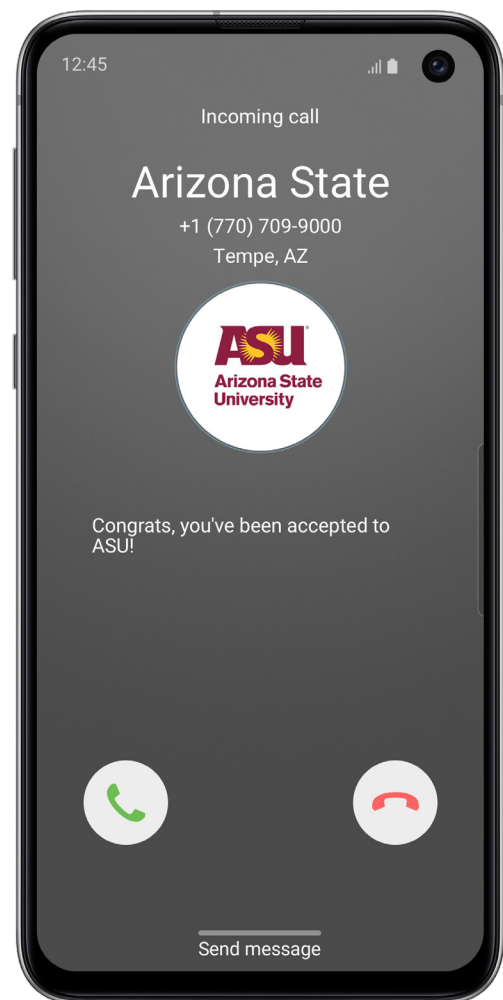
Universities trust Hiya for improved connections with students, donors, and alumni.

Features

- ✓ Company , name and location that logo instills customer confidence
- ✓ Call reason that provides context for the incoming call
- ✓ Call authentication & reputation management
- ✓ Analytics platform providing intelligence to optimize outbound calling

Key Benefits

- ✓ Increase answer and contact rates
- ✓ Maximize brand reputation and ROI
- ✓ Improve customer satisfaction and NPS
- ✓ Enhance outbound contact center performance



Learn more about Hiya Connect

Visit hiya.com/Connect or email us today connect@hiya.com

About Hiya

Hiya is modernizing the voice call with trust, identity, and intelligence that drive unsurpassed performance of the voice channel. Carriers and enterprises worldwide are transforming voice with Hiya's Voice Performance Platform, achieving full call integrity, superior experience, and higher connection rates that delight customers and deliver new levels of value for the business.