

Interactive Voice Response (IVR)

Automatically provide customers with information and services



Interactive Voice Response (IVR) opens up a whole new world of possibilities for customer contact centers and businesses in virtually every industry. During normal operating hours businesses use IVR systems to get information to customers faster, while reducing traditional call-handling costs by as much as 95 percent. During non-business hours, IVRs continue to serve customers at their convenience enhancing your business with 'round the clock customer care.



Route calls quickly and efficiently

- ✓ Route calls based on spoken names, business functions or a company directory
- ✓ Collect and validate information provided by customers prior to connecting with a live agent for faster service
- ✓ Route callers based on either keyed or vocal responses



Automate and provide customer services around the clock

- ✓ Automatically provide customers secure access to account information or order status by integrating IVR with mission-critical corporate databases.
- ✓ Streamline subscription requests or class enrollments
- ✓ Be responsive to customers 24 x 7 with virtually no additional investment.



Automate appointment and payment reminders

- ✓ Automate appointment reminders to save staff's valuable time and reduce the number of no-shows and missed appointments.
- ✓ Easily and efficiently manage past due receivables through use of an IVR—automate collection calls.
- ✓ Take advantage of 2 way IVR capabilities to allow call recipients to cancel or reschedule an appointment or request new copies of invoices.



Conduct polls or surveys

- ✓ Cost effective way to collect patient status, customer information or public opinions without tying up valuable resources
- ✓ Information can be stored in a database for quick analysis
- ✓ Feel confident that your data is accurate. No more data entry errors because information is recorded directly to the database.



Use a familiar and secure form of communications technology

- ✓ Internet comfort levels and usage are still evolving. Everyone is familiar and comfortable with using the telephone.
- ✓ A confidential, secure alternative to web-accessible applications.
- ✓ Customize your security options by adding PIN numbers or other techniques to ensure that personal information in databases is being appropriately safeguarded.