



## Automate Services and Customer Communications.

## Reduce Operational Costs.

### 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 nearly every industry. During normal operating hours businesses use **IVR** systems to reach customers faster, while reducing traditional call-handling costs by as much as 95 percent. After business hours, **IVRs** enhance your business by providing customers 'round the clock service at their convenience.

### Use a Familiar and Secure Form of Communications Technology

While Internet usage continues to rise, Internet comfort levels and usage are still evolving among some critical audiences. Through this evolution the telephone, in its various forms, remains a traditional technology that everyone is comfortable using. By implementing an **IVR**, your business can offer its services to a wider range of audiences.

A confidential, secure alternative to web-accessible applications, **IVRs** offer customizable security options via PIN numbers or other techniques that ensure the safeguarding of personal information stored in databases.

#### Route Calls Quickly and Efficiently

- ◆ Route calls based on spoken names, business functions or a company directory.
- ◆ Provide faster service by collecting and validating customer information prior to connecting them with a live agent.
- ◆ Route callers based on keyed or vocal responses.

#### Automate and Provide Customer Services Around the Clock

- ◆ Integrate **IVR** with mission-critical corporate databases to automatically give customers secure access to account information or order status.
- ◆ Streamline subscription requests or class enrollments.
- ◆ Be responsive to customers 24 x 7 with virtually no additional investment.

#### Conduct Polls or Surveys

- ◆ Collect patient status, customer information or public opinions cost-effectively and without tying up valuable resources.
- ◆ Store information in a database for quick analysis.
- ◆ Eliminate data entry errors because information is recorded directly to the database.

#### Automate Appointment and Payment Reminders

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

### A World Of Possibilities

For over a decade Alternate Access has been designing, developing and customizing caller-friendly **IVR** applications for clients in diverse industries including medical, utilities, consumer packaged goods, government, floral, financial services and others. An **IVR** is one of many solutions Alternate Access provides to ensure that businesses take advantage of communication technologies to increase sales opportunities, enhance customer loyalty and reduce overall cost of operations. Visit our website to learn more about our product offerings.