

Utility VoIP Interactive Voice Response - IVR

Today's consumers expect near-instantaneous access to information, quicker and more accurate self-service options, and more efficient interactions with human agents than ever before. Organizations that have a vested interest in engaging with their customers can struggle to meet those expectations without having the right technologies in place.

With Utility VoIP IVR, you'll get a platform that performs

- Collects relevant information that can be passed to Contact Center so the call can be routed to the proper agent through skill-based routing
- Streamlines the process of gathering and delivering information to your customers without tying up agent resources
- Reduces the number of agent transfers and interactions per call and shortens the time to call closure
- Saves time and money through automated interactions and broadcasts, lower agent utilization, and increased productivity
- Makes your organization more efficient and effective at customer engagement by eliminating duplicative information collection

You'll be able to leverage powerful features and benefits

- Custom call flows
- Database and CRM integration
- Speech to text & text to speech
- Survey options
- Agent screen pops
- Large-scale, automated voice and SMS broadcast abilities for appointment reminders and announcements

What is IVR?

IVR stands for Interactive Voice Response. It enables a caller to use their touch-tone phone or voice telephone input to interact with your database and obtain information on demand using a phone-based, self-service application. Our versatile IVR platform is built to provide your organization with access to cloud-based applications that can integrate with any PBX and database to offer real-time interaction for simple or complex customer service inquiries.

What IVR does

Interactive Voice Response offers the ability to provide database-driven, touch-tone applications to your callers for convenient 24/7 self-service. This self-service application reduces the number of basic calls that need to be handled by your agents and improves the customer interaction. By integrating with any PBX and database, it improves the flow of information and automates redundant tasks that are often carried out in a call center, making your organization's day-to-day activities more efficient

Who can use IVR

This Contact Center solution is perfect for your company if you want to reduce your cost of service while still maintaining excellent customer interactions. Both inbound and outbound applications offer productive and affordable communications and customer interaction, making this efficiency tool a great fit for most vertical segments.

IVR Applications	
<ul style="list-style-type: none"> · Financial · Insurance · Government & Public Sector · Health Care · Retail 	<ul style="list-style-type: none"> · Utilities · Legal · Social Services · Hospitality · Telecommunications

How is IVR used

IVR has many vertical-specific applications, all based on the same functionality. Businesses in the following verticals have implemented IVR for a number of reasons.

Healthcare	Government & Public
<ul style="list-style-type: none"> · Appointment · Reminders · Lab Test Status · Prescription Refill and Status · Surveys 	<ul style="list-style-type: none"> · Property Tax Payments · DMV Renewals by Phone · Law Enforcement (background checks) · Probation Enforcement · Telecommunications
Insurance & Financial	Retail
<ul style="list-style-type: none"> · Policy Status & Renewals · Payment by phone · Product Info · Account balances · Account Inquiry · Loan payment by phone · Payment reminders · Credit Card Authorization 	<ul style="list-style-type: none"> · Membership Services · Order status & Order entry · Outbound notifications (Voice/Text) · Customer surveys · Credit card authorization · Scratch-off games · Shipment status · Payment status