INTERACTIVE VOICE RESPONSE

Handle more calls with fewer agents

routemobile
communication simplified

IVR is a system that captures customer inputs over the phone and generates the required response. IVR often handles incoming calls, but when combined with an outbound dialer, it can call out and take customer responses for surveys. It can provide instructions, pull up data and read it to them, or simply record your customers' input.

Revenue Enhancement through customer engagement and upselling products/services.

Multilingual Support helps overcome language barriers and communicate effectively with customers.

Input based Self Service Tool enables customers to fulfill their requirement by choosing from several options without any additional human resource intervention.

Quick Deployment with user-friendly plug-n-play tool.

Time Based Routing depending on the availability of service agents improves efficiency and quality of service.

Increase efficiency of Support Teams by only passing on critical escalations.

Cost Reductions through decreased dependency on customer service teams.

Insightful Analytics through reports and feedback received from customers.

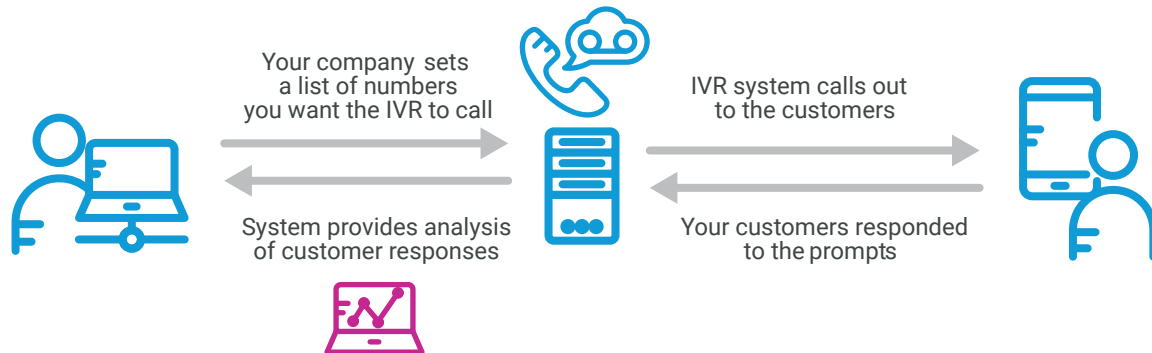**Customized Solutions** help integrate IVR with messaging solutions.

24*7 Client Support helps you resolve customer queries round the clock.
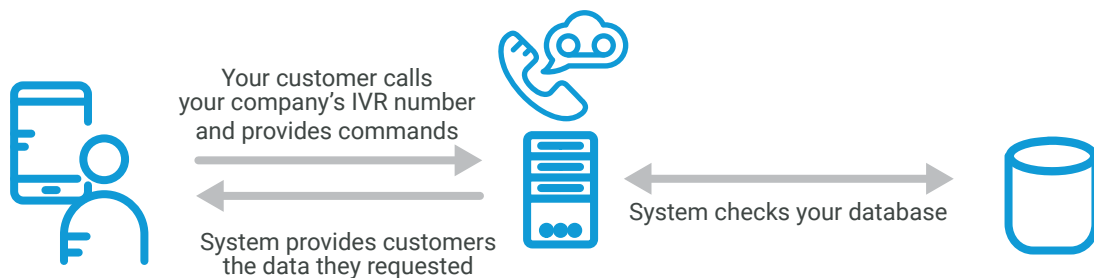
HOW DOES IT WORK?

IVR can be Inbound & Outbound.

Outbound IVR is a call made to customers during which a voice prompt is played. The algorithm/flow of responses are pre-defined and relevant actions are taken based on customer inputs. The service can employ static, pre-recorded or personalized voice responses. Campaign results are then shared within the analytics section of the client's account.

Your company sets
a list of numbers
you want the IVR to call

IVR system calls out
to the customers

System provides analysis
of customer responses

Your customers responded
to the prompts

With **Inbound IVR,** customers can call an IVR number for queries, offers or to participate in a contest.

Your customer calls
your company's IVR number
and provides commands

System checks your database

System provides customers
the data they requested

USE CASES

▶ **Telephone Banking:** Balance, Payments, Transfers, Requests.

▶ **Order Management:** Order Placement confirmation, Credit Card Payments, Online Subscriptions.

▶ **Airline/Train/Buses:** Ticket booking, Arrivals, Departures.

▶ **Customer Services:** Customer Care/Support.

▶ **Media & Entertainment:** Reality Shows, News Updates, Surveys.

▶ **Hospitals:** Outpatient Registrations, Doctor Appointments.