

# inContact **Voice Self Service**

Interactive Voice Response (IVR)

inContact Voice Self Service is an effective way to reduce cost and improve customer satisfaction. Well-designed front-end routing flows enable your callers to quickly get the results they need, whether it be through self-service or live-agent assistance. inContact's hosted IVR software is easy to use and offers a robust drag-and-drop interface, inContact Studio, that is 100% consolidated with the inContact Automatic Contact Distribution (ACD) to create call flows including Voice Self Service components on-demand. This allows you to make on-the-fly adjustments so you can better meet the needs of your customers and your contact center.

## **Business Benefits of the inContact Voice Self Service**

- Fast and affordable implementation provides quick return on investment
- Increase flexibility and scalability to handle seasonal spikes through a pay-per-use billing model based on call volume, ensuring cost savings when volumes are low
- IVR reporting increases visibility into IVR usage and helps contact centers to improve their self-service application, increasing customer satisfaction and self-service adoption leading to increased cost savings
- Increase customer satisfaction while saving money by enabling customer self-service and decreasing the call volume for your agents
- Decrease Average Handle Time (AHT) times by gathering information from callers before they ever talk to a live agent
- Reduce down time through a system that is delivered via a SaaS model in a geographically redundant environment
- Remain in control: inContact customers have access to a drag-and-drop programming tool, inContact Studio, enabling you to control exactly how you want the IVR software to handle inbound calls. Multiple handling paths can be created to support one or more switched or toll-free numbers.
- Supplement your existing phone system: As a hosted service, inContact is a "no-impact" add-on to your existing PBX or phone system. Your ten-digit phone numbers are simply re-pointed to "ring" into inContact, where the calls are answered and managed according to the rules and flows you have created.

## **BRIEF OVERVIEW**

inContact Voice Self Service enables you to service more customers at a lower cost by moving calls to self-service.

## **KEY FEATURES**

- Intuitive, easy-to-use, graphic call flow development tool, inContact Studio
- Component-based environment that gives routing flow programmers access to numerous IVR related components
- CRM and Database connectivity
- Supports touch tone and Advanced Speech Recognition (ASR)
- Text-To-Speech (TTS)
- IVR Reporting

## Features and Capabilities

### Visual Call Flow Development:

Create and edit call flows quickly and easily, providing a flexible solution to fit your business needs, without limitations imposed by equipment, software or vendors. InContact Studio, a visual, intuitive, drag-and-drop tool makes development and changes to call flows quick and easy, no Professional Service involvement required. You can configure the inContact IVR in many different ways, including:

- Self-service that allows your customers to verify a payment, ensure a shipment is on its way or update their account information without ever speaking to an agent
- Basic menus by department, category or need
- Query for a customer identifier such as a customer number or other customer data that can be used to ensure each customer is routed to the best available agent
- Using the outbound capabilities of inContact to reach your customers for proactive customer service
- Transferring to phone numbers external to the ACD; inContact can send the call to any phone system you need

### IVR Reporting:

Run reports to see overall use of the IVR, where callers drop out, or get stuck. Further, a contact can be followed through the IVR to see what the navigated IVR path was for a specific customer during a specific call.

### Self-Service Capabilities:

Automate caller requests through the IVR so customers can get on their way more quickly. Customers can request a live agent at any point in their interaction, allowing you to offer multiple contact options for improved customer service.

### Website, Database and CRM Connectivity:

Integrate your website into your contact center, connect to data tables for account look ups or your customer database to help your agents handle contacts more effectively by providing customer information allowing agents to personalize interactions. A variety of CTI options are available so your IVR application can query data sources such as external databases or CRM systems, as well as queue a request for information or callbacks via an interface on your website.

### Automatic Speech Recognition (ASR):

Make it easy for your customers to get the help they need, when they need it, by just saying what they need.

### Security:

We offer both network operating security and database security so that your customer information is kept secure. Along with redundant firewall protection, external IP network monitoring and enforcement of SOX compliance and PCI data security, we are doing our part to make sure you don't have to worry.

### Business Continuity for Voice Lines:

Re-direct your local or toll-free numbers through the inContact network in the event of a disaster. Being able to respond to a business interruption means the company can protect its business flow and their customers' experience.