

Xarios

Interactive Voice Response (IVR) Brochure

How IVR works

- Resides on its own server
- Connects to a telephone system using SIP extensions
- Supports additional CTI connectivity for enhanced call information
- Calls are passed from the telephone system to the IVR via the SIP extensions
- Scalable per SIP extension licensing

The purpose of an IVR



Automates the repetitive tasks that take up staff time



Improves the caller experience



Empowers the caller and promotes the use of self service



Operates without any interruptions and is available to provide information to callers whenever they need it



5 IVR Applications on offer from Xarios

1

Queue Minder IVR

Automated call backs to reduce lost calls

- Provides a choice for the caller to be called back rather than having to hold
- Reduces lost calls into your organization
Helps manage spikes in service
- Improves caller experience
- Historic and Real-Time reporting facility
- Multi branding capabilities with DID mapping for correct number presentation
- Queue length based activation
- Easy self manageable interface

2

Customer Verification IVR

- Automate the identification of a customer
- Use an entered reference number to perform a database look-up
- Verify the caller prior to being passed to an agent
- Pass the information to the Phone Manager call banner
- Transfer the call to a specific device/agent on the telephone system



3

Post Call Survey IVR

Improve customer service with direct feedback from your customers



Once a call is concluded, transfer the customer through to the Post Call Survey with a single click



Customers are asked a series of customizable questions asking to rate each question on a number scale e.g. 1-5



The customer hangs up feeling satisfied that they had an opportunity to feedback their experience



The results can be viewed or downloaded from the IVR Dashboard, or be configured to be emailed out to a specified email address

4

Agent Routing IVR

When a customer has an existing relationship with an agent or user on the system this application can route an inbound call direct to the agent or user.

The caller will be asked for the agent ID and if they are available the call will be routed straight to the agent.

- Designed specifically for the MiVoice Office 250
- Provides a facility for a caller to locate the agent handling their account
- Static fall-back destination if agent unavailable
- Dynamic fall-back destination based upon DID number

5

Announcement IVR

This IVR application enables the agent to transfer the caller to hear the relevant message, leaving the agent free to receive the next call.

- Automates the playing of scripts or terms and conditions
- Requires Phone Manager Professional toolbar buttons
- Automatically conferences the caller into the announcement
- Frees up the agent while the script is being listened to
- Reconnects the agent after the script has finished playing
- Agent free to complete the call



Customized applications to suit your needs

Bespoke IVR

Developed to a customers specification

Example applications

- Account balance enquiries
- Delivery tracking enquiries
- Automated lone worker checking
- Contact Center Line status checking

From initial design to implementation and then deployment, a Xarios specialist will help manage your Bespoke IVR to ensure it meets exact requirements.

Once deployed, our support team are on hand to answer any questions you may have.

For more information on the IVR solutions available or speak to us about a custom IVR, please contact us on **+1 (888) 927-4671** or email us today **sales@xarios.com**