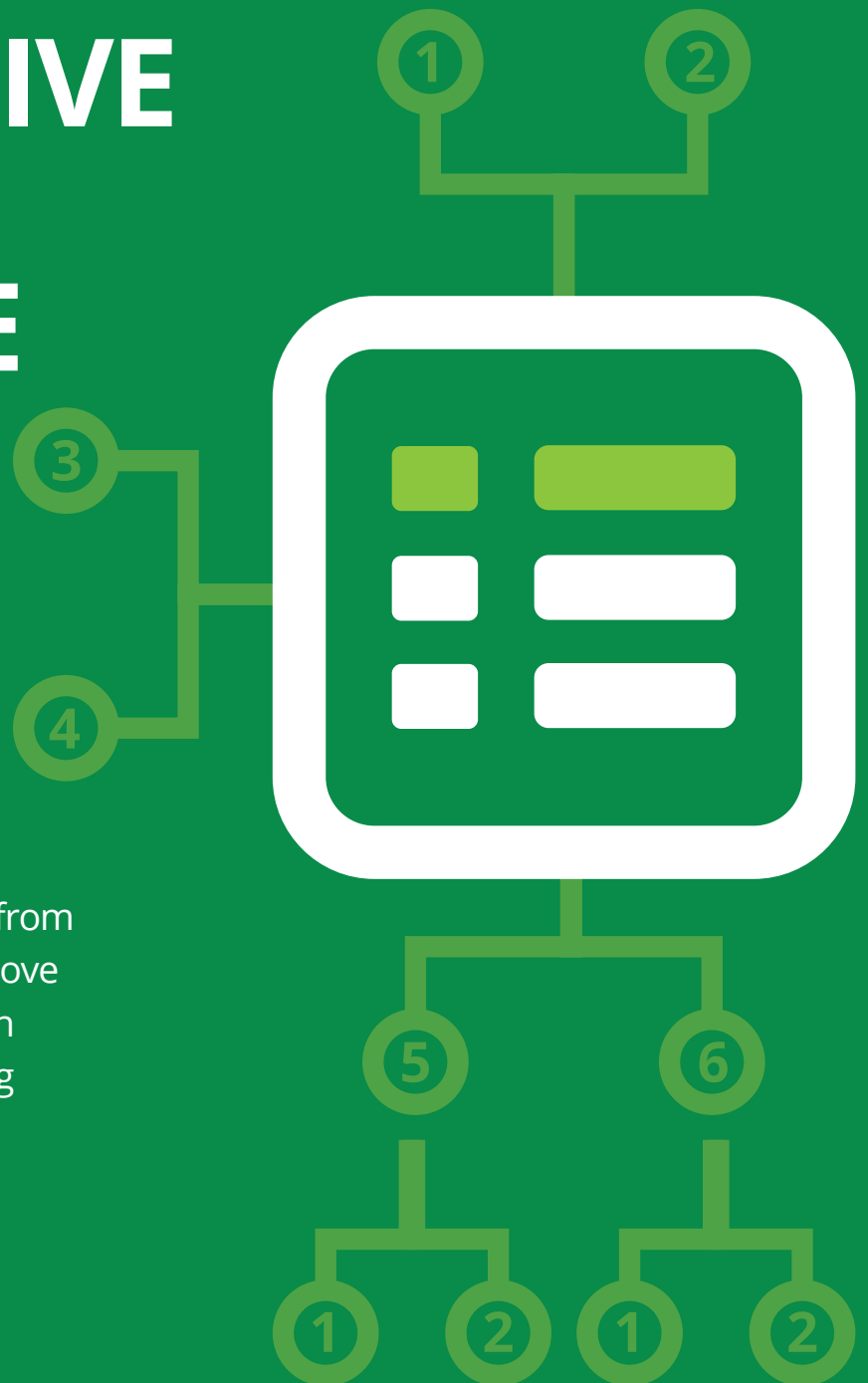


INTERACTIVE VOICE RESPONSE (IVR)

- > PRODUCT OVERVIEW
- > THE BENEFITS
- > HOW IT WORKS

Find out how implementing an IVR from TeleWare can help businesses improve customer experience by focusing on the effectiveness of their call routing functionality.





PRODUCT OVERVIEW

INTERACTIVE VOICE RESPONSE (IVR) FROM TELEWARE IS AN INBOUND CALL MANAGEMENT SYSTEM THAT OFFERS A TRULY FLEXIBLE AND SIMPLE SOLUTION FOR THE EFFICIENT AND EFFECTIVE ROUTING OF CALLS INTO ANY BUSINESS.

“ IT COSTS
**6 to 7
TIMES
MORE**

TO ACQUIRE A NEW CUSTOMER THAN TO RETAIN EXISTING CUSTOMERS.* IT THEREFORE MAKES FINANCIAL SENSE TO INVEST IN IMPROVED CUSTOMER EXPERIENCE.

* FREDERICK REICHHELD OF BAIN & COMPANY



When a customer first makes contact with an organisation, their initial experience is crucial in helping to build a strong, trusted relationship. Businesses today know that focusing on improving the customer experience will have a direct and positive impact on their profitability. Improving customer experience will help to prevent customer churn, increase the number of in-life purchases, reduce the budgetary requirement for customer acquisition.

TeleWare's IVR can help to improve customer experience as it allows callers to reach the right person or department quickly and efficiently. It also provides simple tools to manage real time activity so that businesses are able to react to business critical situations.

The solution utilises the telephone keypad menu/options for the caller to select where they would like their call to be placed; this could be to speak to a member of staff or voice self-service options. These automated responses can be used to answer frequently asked questions such as opening times or store locations without a member of staff needing to interact. As the solution is cloud based, it can be integrated seamlessly with all telephony systems (including Skype for Business) and across multiple systems and sites if required.

FEATURES AND BENEFITS

FLEXIBLE CALL ROUTING

Flexible call routing to any team, location or extension number, including routing by Call Line Identity (CLI) to the appropriate agent. Call flow override is also available for emergency situations.

- > Enables home or mobile working, supporting business agility and ultimately making the workforce more flexible and accessible.
- > Delivers to multiple geographic sites supporting growth plans when new locations are opened or acquired.
- > Supporting growth plans, keeping the business active in a disaster recovery situation.

CALL QUEUING

Announcements, hold music and options to allow the caller to select other services help to manage call queues at peak times.

- > Minimises dropped calls.
- > Improves customer experience.
- > Removes queuing impact on PBX.

TELEPHONY SYSTEM AGNOSTIC

- > Allows improvements to be made to existing contact centre investment without the need to replace equipment.
- > Solution can be deployed with any telephony system, including Skype for Business and sit across mixed estates.

FLEXIBLE CALL DISTRIBUTION

- > Flexible call distribution across different teams and locations for effective call volume management. This allows instant flexible workforce management, keeping businesses connected to their customers.

CALENDAR BASED CALL ROUTING

- > Call routing based on day, date and time to provide bespoke messaging or routing, e.g. office opening times. This keeps the customer informed, reduces customer frustration and reduces frequently asked question calls to agents, saving on staffing costs.

VOICEMAIL AND CALL BACK OPTIONS

- > Callers who do not wish to wait in the queue can leave a voicemail or request a call back. This helps to enhance the customer experience and maintain brand integrity.

WEB BASED ADMINISTRATION PORTAL

Intuitive and simple to use web based administration portal.

- > Allows for real time adaption to meet business needs.
- > Amendments can be made internally, therefore avoiding additional cost.
- > Easy to use so administrator does not need to be IT trained.

BACK OFFICE INTEGRATION

Integrates with internal systems for data retrieval.

- > Improves customer experience as the customer gets the information they need quickly and easily.
- > Reduces overheads associated with call handling, maximising return on investment.

REPORTING

- > Reporting and analysis of real time statistics, historical data and trends allows for proactive changes to improve working practices or processes. This ultimately provides the customer with a better service, supporting customer retention.

FEATURES AND BENEFITS

ANNOUNCEMENT RECORDING

Announcement recording for greetings, frequently asked questions, incident/disaster management, with quick change and recording facility via PC or telephone.

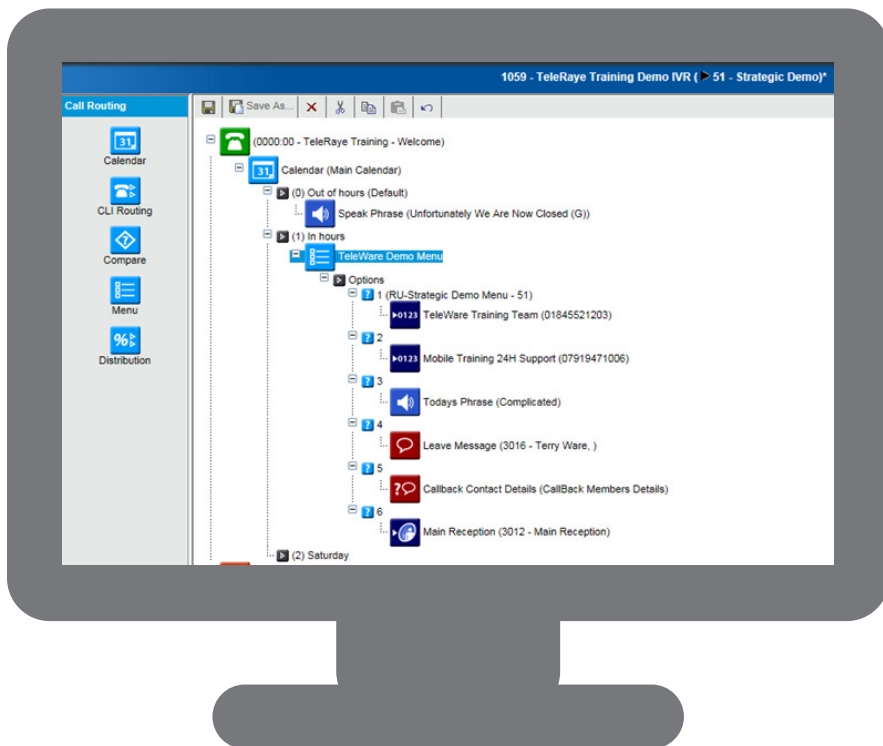
- > Announcements reduce the need for agent contact, therefore lowering staffing levels and associated overhead costs.
- > Allows for faster call servicing, providing an improved customer experience.

ADDITIONAL FEATURES AVAILABLE

Additional features are available to support changing business requirements. These include:

- > SMS text back, e.g. to provide store location details.
- > Call recording for compliance, quality management and evidential purposes.
- > Voice form.
- > Fax back.
- > Intelligent Number, a single number that is unique to a user rather than a device, allowing calls to be routed anywhere.

PRODUCT PREVIEW



TELEWARE'S IVR SOLUTION HAS A SIMPLE TO USE WEB BASED INTERFACE THAT ALLOWS BUSINESSES TO CONSTRUCT AN EFFECTIVE, EASY TO CUSTOMISE, INBOUND CONTACT STRATEGY.



HOW IT WORKS

BUILD, MAINTAIN AND MODIFY IN HOUSE

Accessed through a secure web page, a simple intuitive Graphical User Interface (GUI) is used to create the inbound strategy, using a 'point and click' library of feature 'blocks'. Each block is an action type such as number redirect or message announcement.

The web based interface allows businesses to construct an effective, easy to customise, inbound contact strategy. Call flows are easy to build, easy to maintain and easy to access, adding a layer of intelligence and flexibility to call management solutions. Ongoing management is made simple with real time web access, click to dial phrase recording and integrated testing capabilities, allowing businesses to respond rapidly to changing customer demands.



1. User makes a call.

2. Call is passed into the TeleWare Cloud and IVR software is activated.

3. Using pre-programmed options the user selects where they want their call to be directed to.

4. Call delivered to the relevant person, department or self service option.

ABOUT TELEWARE

TELEWARE APPROACH

Every business has an ethos, a working philosophy. Think Beyond is ours. It's the ideal that drives every one of us at TeleWare to achieve our common goal, to be the most creative communications technology partner in the world.

MAKING ANYTHING POSSIBLE

In everything we do, we 'think beyond' the confines of existing technologies to pioneer something new. To us, anything is possible. We are curious. We relish the freedom to explore challenges, uncover opportunities and lead the way forward. As a result, we don't provide off the shelf products, we design solutions that meet the specific needs of partners and their customers.

A UNIQUE APPROACH

By approaching problems in a way that no one else does, we uncover key insights which drive us to an uncompromising, tailored solution that's commercially beneficial. We delve deeper, nurturing ideas, tailoring technology, integrating, supporting and always evolving.

That's how together, we help you discover new opportunities, connect with your customers and grow your business.

To find out more about how TeleWare can help your business discover, connect and grow, contact our Think Beyond team today:

+44 (0) 1845 526 830 | thinkbeyond@teleware.com | www.teleware.com

ADDITIONAL TELEWARE SOLUTIONS

MOBILE VOICE AND SMS RECORDING



Helping increase business productivity, support training, improve governance and meet regulatory requirements.

CLOUD CALL RECORDING



All the functionality and benefits of Mobile Voice and SMS Recording but based on fixed line calls.

SKYPE FOR BUSINESS RECORDING



All the functionality and benefits of Cloud and Mobile Voice Recording but for Skype for Business (formerly Lync) voice communications.

INTELLIGENT NUMBER



Log in to any device in the world using a single number, providing complete functionality any time, anywhere.

AUTO ATTENDANT



IVR with reduced functionality when only basic routing is needed.

