



Intelliverse® Hosted IVR with ACD

Hosted IVR & ACD

Gain greater control and increased flexibility over your call center by lowering operating costs, elevating your service levels and maximizing your revenue.

Intelliverse's combined Hosted Interactive Voice Response (IVR) and Automated Call Distribution (ACD) blends all of the front end call routing of Intelliverse's Hosted IVR with the backend call queuing of Intelliverse's Hosted ACD.

This dual IVR/ACD integration easily handles repetitive, standard requests and offers intelligent routing capabilities to seamlessly direct callers between a self service IVR system and a contact center.

How Does It Work?

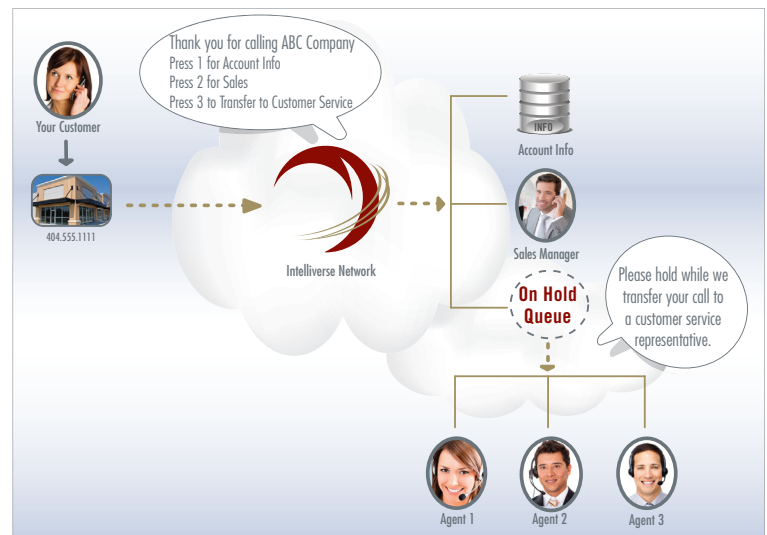
Whether you have a single contact number or multiple locations, when callers contact you via your published telephone number they will be greeted with menu options to handle their call.

Callers will have the option to self-manage routine requests, such as hours of operation, directions or automated account information. When a live agent is needed, the caller is transferred to the appropriate call queue.

By off-loading requests for basic information and intelligently routing other calls to your agents based on availability and skill set, you'll dramatically increase efficiency, productivity and customer satisfaction!

Outbound Campaigns

In addition to handling inbound requests from callers, you can also proactively reach out to your customers. Use outbound calls, texts or emails to generate revenue by creating outbound marketing campaigns about new products and services; schedule installation/activation reminders and send payment reminders.



Benefits of a Hosted IVR with ACD

- Delivers a consistent experience for both your customers and agents
- Improves service levels by offering the flexibility to mix and match features and optimize the customer experience
- Enables customers to self manage routine requests, such as account status, billing detail and contact information without having to speak to a live agent
- Seamlessly and intelligently routes live calls to the appropriate skill-based agents
- Scalable – Easily grows and expands with your business needs; no equipment to buy, install or maintain
- Saves money by offering a flexible call management system for distributed workforces
- Ensures quality of service by recording calls to your contact centers
- Presents information such as NEW Marketing messages to your customers “while they wait”
- Offers essential reporting and analytics about customer contact to your organization

Reporting

Our robust suite of web-based reports provides details that enable you to evaluate key metrics about your business.

Learn when and why customers are calling! With real-time and historical reporting you can review and analyze operational data about your Hosted IVR with ACD applications. Gather performance information to optimize call handling, respond more quickly to customers and improve your customers’ experience.

IP Telephony Option

Leverage VoIP technology to reduce the costs of outbound calls from the IVR to your agents as well as calls between centers. Intelliverse’s proficiency with internet telephony offers a reliable and cost effective transport option to get your voice traffic to and from “the cloud.”

| Sample Report - Call Volume Details | | | | | | | | | | | |
|-------------------------------------|-------------|------------------------|-------------------|-------------------|--------------------|--------------------------|---------------------------|-----------------|-----------------|---------------------------|----|
| Sample Company | | | | | | | | | | Reporting Period: 05/2011 | |
| Language | Total Calls | Calls During Operation | Calls After Hours | Transfers Billing | Play Hours Address | Transfers to Call Center | Transfers to Auto Account | Calls Abandoned | Calls Offloaded | % Offload | |
| 1-May | English | 389 | 309 | 73 | 114 | 50 | 63 | 217 | 182 | 275 | 71 |
| 2-May | English | 609 | 503 | 103 | 217 | 125 | 86 | 254 | 181 | 392 | 65 |
| 3-May | English | 227 | 204 | 23 | 136 | 43 | 22 | 38 | 26 | 91 | 41 |
| 4-May | English | 235 | 210 | 25 | 127 | 45 | 36 | 31 | 27 | 108 | 46 |
| 5-May | English | 136 | 126 | 10 | 69 | 30 | 9 | 23 | 28 | 67 | 50 |
| 6-May | English | 432 | 430 | 52 | 268 | 89 | 48 | 103 | 77 | 214 | 45 |
| 7-May | English | 336 | 227 | 81 | 95 | 69 | 74 | 138 | 70 | 213 | 70 |
| 8-May | English | 126 | 107 | 19 | 76 | 36 | 14 | 10 | 0 | 50 | 40 |
| 9-May | English | 231 | 260 | 31 | 163 | 84 | 29 | 37 | 15 | 128 | 44 |
| 10-May | English | 348 | 249 | 98 | 103 | 50 | 10 | 69 | 109 | 245 | 71 |
| 11-May | English | 607 | 490 | 117 | 226 | 96 | 100 | 200 | 105 | 301 | 63 |
| 12-May | English | 419 | 369 | 49 | 183 | 85 | 80 | 112 | 81 | 256 | 62 |
| 13-May | English | 273 | 219 | 54 | 112 | 53 | 40 | 100 | 68 | 161 | 59 |

| Sample Report - Operator Detail | | | | | | |
|--|----------------|--------------|---------|------------|-----------------|---------------------------|
| Sample Company - Operator Monthly Summary Report | | | | | | Reporting Period: 05/2011 |
| Operator | Calls Attended | Not Answered | Dropped | Terminated | Time Checked-In | Time Checked-Out |
| John Smith | 1075 | 8 | 0 | 0 | 150:26:03 | 66:34:54 |
| Linda Cooper | 940 | 2 | 0 | 0 | 190:21:41 | 90:29:48 |
| Anna Anderson | 852 | 15 | 0 | 0 | 159:50:23 | 70:54:23 |
| Mike Taylor | 371 | 3 | 0 | 0 | 105:47:50 | 45:33:10 |
| Jan Brown | 696 | 4 | 0 | 0 | 169:39:40 | 91:51:57 |
| Neil Mason | 26 | 0 | 0 | 0 | 9:23:14 | 6:24:30 |
| Sue Williams | 1253 | 12 | 0 | 0 | 189:16:33 | 83:41:17 |
| Nancy Lang | 522 | 4 | 0 | 0 | 174:45:37 | 84:02:11 |
| Brian Ball | 29 | 0 | 0 | 0 | 9:05:40 | 3:22:20 |
| Paul Anderson | 905 | 15 | 0 | 0 | 177:24:10 | 78:01:37 |
| Jose Martinez | 773 | 39 | 0 | 0 | 137:42:16 | 54:45:40 |
| Ann Richardson | 71 | 0 | 0 | 0 | 154:56:25 | 12:48:20 |
| Marcus Webb | 1129 | 15 | 0 | 0 | 189:05:10 | 83:41:17 |

A Complete Communications Solution

Intelliverse’s cloud-based platform integrates IVR, ACD and IP telephony options in one solution.

With over 25 years of extensive experience with customer communications solutions across a variety of large enterprise industries, Intelliverse is one of the few providers that offers a complete, cloud-based solution.

- Convenience of working with a single solution provider
- Reduced set-up costs and time; avoid duplicate charges from multi-vendor solutions
- Seamless integration of services and call routing
- Easily scales to accommodate your changing business and customer needs



Visit us at: www.Intelliverse.com



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