



## Intelliverse<sup>®</sup> Hosted IVR

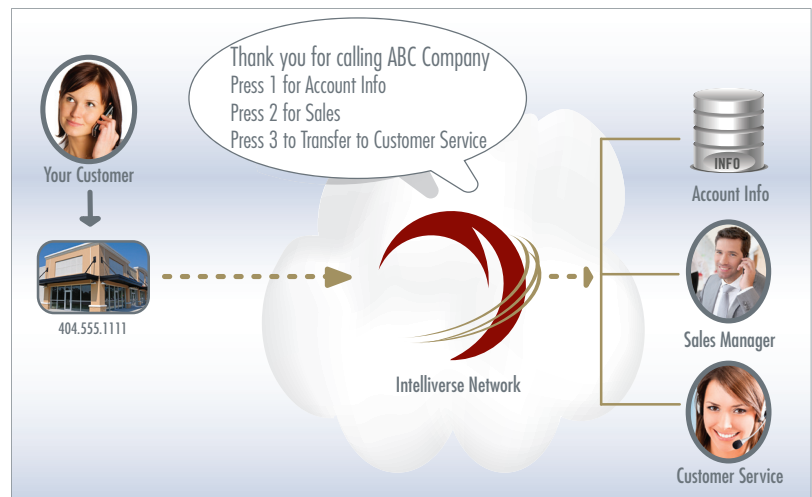
### Hosted IVR

**Reduce hold times & operational costs by meeting your customers' routine needs quickly and freeing your staff to focus on more profitable activities.**

Intelliverse's Hosted Interactive Voice Response (IVR) solution offers you multiple ways to automate inbound and outbound contact with your customers. Now, you can easily meet your customers' needs, from providing instant account information to getting feedback on a survey. And, all the while, lowering your costs and gaining more insight about your business through extensive reporting.

### Business Benefits

- Automate inbound calls to your organization
- Connect to your customers with outbound communications
- Gain more insight about your business with extensive, custom call reporting
- Leverage your existing infrastructure with a cloud-based solution:
  - » No equipment to buy, install or maintain
  - » No software upgrade costs
- Offer 24/7 coverage
- Support multiple languages
- Easily scalable for changing/seasonal call volumes
- Quick ROI with fast and affordable implementation



### Well-Planned, IVR Automation Empowers Your Business

Optimize your current business processes and create new revenue streams for new market opportunities:

- From Staffing to Surveys
- From Emergency Notifications to Outbound Call Campaigns
- From Product Recalls to Marketing Campaigns
- Many more solutions...

# How IVR Works

## AS AN AUTO ATTENDANT

- Incoming callers are presented with a simple menu of options, which allows them to leave a message, listen to pre-recorded information, or speak to an attendant
- A nationwide/worldwide solution that enforces a consistent image and allows stores to retain local presence
- Off-loads redundant, non-revenue generating calls so employees can spend more time with walk-in customers and sales calls
- Increases store profitability by shifting store resources from customer service to sales
- Introduces method to measure call volume and call types by location
- Compatible with any existing technology infrastructure

## AS AN ACCOUNT INFO LINE

- Provide your customers 24x7 access to account balances, due dates, and payment information
- Integrates fully with your databases and host interfaces
- Routes callers intelligently to resources such as customer service, tech support or billing
- Accepts and processes credit card & ACH payments

## AS A LOCATOR SERVICE

- Informs callers of your closest location – address, hours and directions
- Transfers callers to their desired location

## AS AN OUTBOUND NOTIFICATION

- Remind customers of upcoming appointments or payments due
- Automate process of collecting from past due accounts

# Reporting

Intelliverse offers a robust, web-based information center. With online access you can review your reports when you want, and how you want. You have total control of how your information is delivered, and to whom.

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	163	85	80	112	91	256	62
13-May	English	273	219	54	112	53	40	100	68	161	59

As an alternative to web-based report retrieval, raw data files can be downloaded or pushed directly to your servers

# What Will IVR Do For Your Business?

You tell us! In addition to all the ready-to-go applications, Intelliverse is geared up to customize a solution just for you. Do you need customers to be able to easily select cities or names? Speech recognition makes it happen. Does your non-profit organization need an efficient way to solicit donations? We can do that with an outbound call function. Want to provide customers with information on their orders? We'll customize an application that integrates with your databases. Just tell us what you want, and we'll build a solution for you. Let Intelliverse Interactive Voice Response (IVR) turn your phone into a customer-pleasing, information-gathering, image-improving, revenue-generating tool.