



EXTENDING UC VALUE WITH IVR

One of the most popular and cost effective uses of IVR Technology involves automating the out-dialing process.

This automation can take a variety of forms and functionality.

- ◀ Broadcasting a huge number of calls to deliver a pre-recorded message
- ◀ Targeting a specific list to be called to relay individualized information
- ◀ Automating the dialing process as an efficiency and management tool for call center agents, automated dialing is at the core of automating core business processes.

APPLICATION BASED CLICK-TO-DIAL

Agent powered automated *desktop dialing* initiates the phone call and screen pops the call information to the Agent. A call script and/or a survey form can be integrated into the screen pop for each call placed.

AUTOMATED POWER DIALER

You can maximize output and your call center call volume by automating your dialing with the integration of an *auto dialer*. If your agents and sales people spend too much time wading through a database to manually dial phone number, a dialer that will integrate to your core business database will systematically out-dial from your contact database for them, saving time and money, and improving agent efficiency.

EMERGENCY NOTIFICATION

Many IVR applications can incorporate Emergency Notification applications that send urgent announcements to security, administration, faculty, and students, or whoever has the “need to know?” Acknowledging the wired and wireless nature of today’s personal communications, the Emergency Notification can deliver messages by land-like phone, cell, email and PDA device.

COMMUNITY NOTIFICATION

With IVR tools, organizations like Governments and Schools can build Community Notification systems that “get the word out” fast for Emergency Notifications, School Closings, Marketing, Upcoming Events, Campaign Messages, or any other type of announcement you want to broadcast by phone, email or fax.

messageLINK



LINKING
all your daily communications

APPOINTMENT REMINDER

Small professional offices and organizations can automate a core business process with *appointment reminder* functionality. The automated notification application is designed to deliver appointment information by phone. This virtually labor-free, cost effective application will remind patients and customers who might have forgotten a scheduled appointment, giving them the option to confirm or reschedule.

IVR is seen as a value added service to Unified Communications but in fact, it is a core piece of technology that has the capability of extending UC value to core processes in your organization.