

# Interactive Voice Response

**Agility's Natural Speech IVR system is one of the most sophisticated systems available within the telecommunication industry.**

Callers are able to access important information and complete transactions via voice or touch tone prompts in several languages, a necessity in today's global society.

Speech Recognition technologies allow customers to speak directly to this system, as naturally as speaking to a live agent. In addition, we have the ability to program the IVR to adapt to different dialects in order to successfully provide and capture information from callers in all regions. This state-of-the-art system allows customers to easily understand and navigate an automated calling system, resulting in increased customer satisfaction.

## IVR Inbound Services

The IVR system can be programmed to service hundreds of thousands of customer calls in minimal time frames, greatly reducing frustrating hold times and increasing customer satisfaction. The IVR can be utilized for a broad range of services, from new account acquisition to full scale customer service.

- > Order Processing
- > Account Inquiries
- > Information Updates
- > Payment Authorization
- > Payment Reminders
- > Status Assistance
- > Direct Response
- > Product Recall Support
- > Information Requests
- > Automated Disclosures
- > Automated Survey's
- > Third Party Verification

## Voice Blast Services

Our voice blast service is an ideal tool in improving customer communication. This system can be programmed to reach out to current and prospective customers to offer account updates, follow up to direct mail leads, provide courtesy follow ups, complete survey questions and perform a number of other functions.

The IVR system can not only be programmed to deliver a message to your customers, it can also allow your customers to interact with your message.

- > Can be programmed to follow up with customer through an automated survey
- > Has the ability to capture the spoken survey information and respond to any questions or concerns

## IVR Opt- Out Capabilities and UUI

Depending on the campaign needs and client specifications, Agility can program the IVR system to provide callers with an option to transfer out of the automated system and speak with a live agent.

- > If caller decides to "transfer out" in order to speak with a live agent, information captured in the IVR will not be lost
- > Through our UUI (User to User Interface) the IVR can be programmed to securely pass data collected to the live operator, saving the caller and the live agent as much as 20-60 seconds of time
- > Customers will not have to repeat information supplied in the IVR, increasing customer satisfaction
- > Information (such as account numbers) can be superimposed on the ISDN user data for transfer to a remote system or IVR system

Additionally, the UUI has the capability to dip into a main database (any database determined) to identify a number of items (about a particular caller) before transferring the call to a live agent. For example, the UUI can identify the type of program/promotion to offer a caller, identify cross sell strategies and identify collection concerns. The User-to User-Information exchange is a means by which two ISDN users can exchange packet-oriented data. The advantage of this service saves our clients time and expense, which can be considerable when there are thousands of calls handled on a yearly basis.

## Speaker Verification Security

As the need for completing transactions via phone increases, so does the need for security. Agility will soon offer speaker verification services to each of our IVR clients as an unobtrusive way to reduce fraud. Speaker verification is used to identify the callers' voiceprint, which is as unique as a fingerprint. It compares live speech samples against stored password protected voice prints in order to identify a caller and approve or disapprove of their claimed identity. This service is ideal for callers requesting account information, making payment requests, and returning customers offering a credit card to process an order.

## Natural Speech IVR Connectivity

The Natural Speech IVR system can be programmed to link with Total Systems, FDR, Experian, and other proprietary systems. The flexibility and capabilities of this system enable us to accommodate all client requests. All programming and most of the voice recording is completed in house by our staff of experts.