IVR

Provide 24/7 Self-Service Support & Automated Messaging

With IVR, businesses can streamline basic but time-consuming tasks, while giving customers access to 24/7 self-service support.

FEATURES OVERVIEW: ICLOUDCONNECT IVR

iCloudConnect Interactive Voice Response (IVR) is an automated messaging solution that provides customers access to 24/7 self-service phone support and enables businesses to streamline basic but time-consuming tasks like sending appointment reminders and satisfaction surveys.

iCloudConnect IVR directly integrates with any PBX and database and reduces the time and frequency of human interactions. With IVR, employees can focus on more inquiries best suited for interactions with a live person — leading to increased First Call Resolution, lower Average Handle Time (AHT) and consistent delivery of extraordinary customer experiences.

IVR Features

Inbound IVR: Enables a caller to use their touch-tone phone to interact with a database and obtain self-service information on-demand.

Call Flow: Allows callers to navigate through a call flow application using their phone, with the option to zero out to an agent.

PBX Integration: iCloudConnect IVR uses SIP trunks to connect from the cloud to any PBX/PSTN connection that supports SIP trunking. There are three (3) ways to deploy an IVR application:

1. As a standalone system connected to the PSTN using a dedicated DID or toll-free number without any PBX at all (i.e. surveys, appointment reminders, etc.)

2. Connected to iCloudConnect directly through the platform

3. Connected to any third-party PBX that supports SIP trunking

Database Integration: Integrate into any database platform that supports industry-standard web services style API (Application Programming Interface). These include:
- HTTP(S) GET/PUT
- SOAP/XML (WSDL)
- REST API

Additional Functionality

iCloudConnect IVR supports a litany of additional and industry-standard actions. Some of these require our professional services and/or fees for implementation and usage. These include, but are not limited to, the following:

Outbound IVR: Allows the user to broadcast messages, via voice, SMS, or email to a set group of customers that can be uploaded to the IVR platform.

TTS (Text To Speech): TTS uses the computer voice instead of a recorded prompt. iCloudConnect IVR enables the business to record their own prompts specific to their unique needs or application of IVR.

TTS should only be used for prompts that are variable in nature (i.e. names, addresses, etc.). Normal prompts (i.e. dates, times, money, etc.) should be recorded by a human voice to create a better caller experience.

With IVR, contact center agents or employees can focus on interactions that can be more efficiently handled with personalized, human interaction. IVR reduces Average Handle Time, increases First Call Resolution, and creates an exceptional experience for the customer every time.