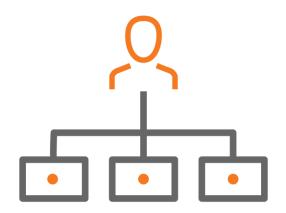
Call Center - IVR



Evolve IP's Cloud IVR is fully integrated with the Call Center, and allows Evolve IP customers to reduce cost per call by automating customer interactions. By utilizing a suite of pre-built scripts or designing a custom call flow Evolve IP customers can deploy Cloud IVR to provide more services to more customers at a lower cost than expensive onpremise solutions.

Related Pages

PCS - Post Call Survey
 QCB - Queue Callback
 QCB - Reporting

Capabilities

| Title | Summary |
|-------------------------|---|
| Self-Service | Callers who can interact with Menus, enter DTMF, talk to the IVR, get connected |
| Routing Table | All routing is performed by AMP and resides in a table including Menus, Time / Holiday Schedules, Generic / Open / Closed Greetings, QCB, PCS, transfer to HPBX |
| | From initial platform to final destination transfer |
| | Use when Customer has large volume of inbound DIDs |
| Inbound Geo Routing | Caller enters a zip code |
| Any logical Routing | ANI / Caller ID based routing |
| Table lookups | AMP has tables that can hold data |
| | Calls can be compared against data |
| Menus | Similar to Auto Attendant |
| Authentication | Callers can be asked to enter a PIN before proceeding |
| Voice Recognition | Callers can talk to the IVR |
| Text to Speech | |
| Integration | |
| Consume API | Use Customer-provided APIs to lookup and typical take an action |
| | GET or POST |
| | Use when customer has data resident in their cloud or wants to keep control of the data compared to a Table |
| Publish API | AMP-provided custom API for a Customer to consume |
| Other | |
| Agent Screen Pop | Track inbound calls, collect DTMF entries like Zip Code |
| | When Agents answer calls they will get a screen pop with AMP data |
| | Requires Unity Agent or Broadworks Web Agent |
| Trunk Group Users | How AMP and Broadworks HPBX transfer calls |
| Outbound call screening | Customers develop a set of rules and provide a list of DIDs, time schedule, destination area codes, similar |
| | Similar to a DNC list |

| SMS • Outbound SMS for Surveys | |
|---------------------------------|-----------------------------------|
| Reporting | Standard CDR reporting |
| | Report on anything within the IVR |
| | CSV file |
| | Delivered via email or FTP |