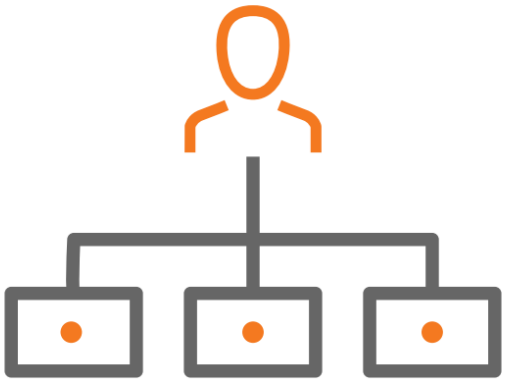
Call Center - IVR



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 on-premise 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 Any logical Routing	Caller enters a zip code 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