Product Summary

- Create IVR (Interactive Voice Response) systems to enhance automation and improve customer service.
- Integrate your VoIP system with databases, web services and Active Directory.
- Personalize the user experience with TTS (Text-to-Speech) offering multiple voices and language options.
- ASR (Automatic Speech Recognition) to augment menu selection, data entry and keyword recognition.
- Enable DTMF (Dual-Tone, Multi-Frequency) user input.

Product Enhancement Options

- Integrate with CRM, ERP, MRP and banking core systems to provide status and transactional information.
- IVR Designer offers the user a drag and drop GUI (Graphical User Interface) for IVR design. Professional Services available.

Product Requirements

- 8x8 extensions configured as SIP Virtual Office Softphones for each simultaneous call.

Call Control Examples

- **Menus:** Voice enable auto attendant menus.
- **Call Routing:** Redirect callers to their personalized agent and prioritize VIP callers based on account status.
- **Call Screening:** Redirect collections and suspected fraud calls to specialized agents. Screen blacklisted numbers.
- **Call Queuing:** Manage high volume call queues.

Self Help & Automation Examples

- **Self-Service:** Enable callers to retrieve information and perform tasks 24/7 without agent intervention.
- **Information Retrieval:** Callers can receive prerecorded information such as office locations, business hours, FAQs and product details.
- **Hospitality:** Voice enable room service and wake up calls.
- **After Call Surveys:** Conduct surveys and collect customer feedback using voice-enabled IVR systems.
- **Audio Recordings:** Record and process caller feedback.
- **Outbound Dialing Campaigns:** Conduct automated outbound dialing campaigns for appointment reminders and customer notification with results integration.
- **Emergency Response:** Enable emergency responders to dispatch services, send alerts and communicate with callers using voice enabled IVR systems.

CRM, ERP, MRP & Core Integrations

- **Order Tracking:** Enable voice command order tracking and real-time order status updates.
- **Banking Services:** Provide customers with banking services such as fund transfer, bill payment and payment history using voice commands.

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