

BRIEF OVERVIEW

NICE inContact Voice Self Service on Verizon's Virtual Contact Center enables your organization to service more customers at a low cost by moving more calls to self-service.

Voice Self Service: Interactive Voice Response (IVR) on Verizon Virtual Contact Center

NICE inContact Voice Self Service is an effective way to control cost and drive improved customer satisfaction. Well-designed front-end routing flows that enable your callers to quickly get the results they need, whether it be through self-service or live-agent assistance. inContact's hosted IVR software on Virtual Contact Center is easy to use and offers a robust drag-and-drop interface, called NICE inContact Studio, that is 100% consolidated with the NICE inContact Automatic Contact Distribution (ACD) to create call flows including Voice Self Service components on-demand. This allows your organization to easily make on-the-fly adjustments so you can better meet the needs of your customers and your contact center.

Benefits of Voice Self Service

- Fast and affordable implementation provides quick value realization
- Increase flexibility and scalability to handle seasonal spikes through a pay-per-use billing model based on call volume
- IVR reporting increases visibility into IVR usage and helps contact centers to improve their application, increase satisfaction and self-service adoption
- Drive Average Handle Time (AHT) reductions by gathering information from callers before they ever talk to a live agent
- Maintain highly-resilient operations through a system that is delivered via a SaaS model in a geographically redundant environment
- Remain in control: Virtual Contact Center customers have access to a drag-and-drop programming tool, NICE inContact Studio, enabling you to control exactly how you want the IVR software to handle inbound calls. Multiple handling paths can be created to support one or more switched or toll-free numbers.
- Supplement your existing phone system: As a hosted service, Virtual Contact Center is an easy add-on to your existing PBX or phone system. Your ten-digit phone numbers are simply re-pointed to "ring" into Virtual Contact Center, where the calls are answered and managed according to the rules and flows you have created.

Capabilities

Visual Call Flow Development:

Create and edit call flows quickly and easily, providing a flexible solution to fit your organization needs. NICE InContact Studio, a visual, intuitive, drag-and-drop tool on Virtual Contact Center makes development and changes to call flows quick and easy, no Professional Service involvement required. You can configure the NICE inContact IVR in many different ways, including:

- Self-service that allows your customers to access any information or update their account information on-line without ever speaking to an agent
- Basic menus by department, category or need
- Query for a customer identifier such as a customer number or other customer data that can be used to route each customer to the best available agent
- Using the outbound capabilities of inContact to reach your customers for proactive customer service
- Transferring to phone numbers external to the Automatic Contact Distribution; Virtual Contact Center can transfer the phone calls to any system you need

IVR Reporting:

Run reports to see overall use of the IVR, where callers drop out, or get stuck. Further, a contact can be followed through the IVR to see what the navigated IVR path was for a specific customer during a specific call.

Self-Service Capabilities:

Automate caller requests through the IVR so customers can get on their way more quickly. Customers can request a live agent at any point in their interaction, allowing you to offer multiple contact options for world class customer service.

Website, Database and CRM Connectivity:

Integrate your website into your contact center, connect to data tables for account look ups or your customer database to help your agents handle contacts more effectively by providing customer information allowing agents to personalize interactions.

Your IVR application can query data sources such as external databases or CRM systems, as well as queue a request for information or callbacks via an interface on your website.

Automatic Speech Recognition (ASR):

Make it easy for your customers to get the help they need, when they need it, by just saying what they need.

Security:

We offer both network security and database security to help keep your customer information safe. Along with redundant firewall protection and external IP network monitoring and enforcement we are doing our part to protect your data.

Business Continuity Features for Voice Lines:

Re-direct your local or toll-free numbers through the Verizon network in the event of a network event. Being able to respond to a business interruption helps the organization protect its business flow and their customers' experience.

Key Features:

- Intuitive, easy-to use, graphic call flow development tool, NICE inContact Studio
- Component-based environment that gives routing flow programmers access to numerous IVR related components
- CRM and Database connectivity
- Supports touch tone and Advanced Speech Recognition (ASR)
- Text-To-Speech (TTS)
- IVR Reporting