Self-Service Interactive Voice Response (IVR)

Self-Service IVR is a fast, easy and affordable way to direct and automate customer calls into your organisation. Since it's delivered from the cloud and connects seamlessly to most phone systems, you can avoid high capital costs, deployment complexity or delays. Increasing capacity to match demand fluctuations is simple, while subscription-based pricing makes budgeting simpler.

The platform offers powerful capabilities to help improve staff efficiency and customer service. You can direct customer queries from both voice and touchtone inputs, and automate processes like payments to reduce the burden on your staff. Creating and modifying your own IVR scripts is easy with point and click control via a web portal. No coding or technical skills are required.

Self-Service IVR can integrate with popular cloud-based CRM systems like Salesforce™ or your own. Your people will see the IVR context of a call as well as customer history in their CRM interface to provide fast and personalised service.

Inbuilt analytics enable you to see statistics and heat maps on caller interactions, types of calls and more in near real time. You can drill down to details, or customise views and create graphics relevant to your business. This offers deeper insight into performance, and helps you react fast to address issues. Historical reporting also lets you identify long term trends so you can plan ahead.

Built on proven Genesys technology, Self-Service IVR is ideal for both small and large organisations. It offers a fast way to deploy or upgrade IVR capabilities while protecting your existing equipment investments, all without the inflexibility of traditional on-site systems.

Features	Benefits
Cloud-based platform • Securely hosted in our data centres	• Avoid large capital outlays on infrastructure • No costly set up or integration required • Easily scale up to meet demand peaks
Web-based management tool • Simple point and click control • Pre-built templates	• Easy to use – no coding, technical skills or professional help needed • Quickly create and modify your own IVR scripts to automate common tasks like payments
Supports different customer inputs • Voice and touchphone	• Use the best interaction method, whether Directed Dialogue or Touchtone
Automatic Speech Recognition • Based on leading Nuance technology	• Highly accurate speech recognition to cater to customers who prefer to use voice rather than touchphone inputs
Text-to-Speech • Based on leading Nuance technology	• Turns your staff's typed responses into voice responses to provide the human touch • Can be tailored to any customer service application
Supports Australian English	• Talk to customers with a familiar accent when providing voice prompts
Call routing integration and management • Connects seamlessly to most phone routing (ACD) systems • Manage call routing via your IVR interface	• No need to replace your existing phone routing system • Have the convenience and simplicity of one tool to control both routing and IVR

Features	Benefits
CRM and database integration • Integration with supported cloud-based systems like Salesforce or other web-accessible databases • Provides screen-pop capabilities	• Fast and easy set up • Continue to use the platforms your people know • No extra CRM investment needed • Save time on customer look-up, and personalise service by having customer history on hand
Analytics • View data in near real time such as statistics on caller interactions, types of queries and more • Ability to drill down into the data • Ability to create your own dashboards and visualisations like heat maps • On-demand access including mobile	• Data is updated every 30 minutes so you can quickly respond to reduce delays or customer frustration • Understand each step of the inbound conversational flow to make improvements • View data in the way that's most relevant to your business • Access data from anywhere you have internet access
Historical Reporting • Provides reporting for the IVR and supports various delivery formats – Excel, CSV, PDF, HTML • On-demand access including mobile	• Understand trends to proactively improve staff performance and customer service over the longer term • View reports from anywhere you have internet access
Security and compliance • PCI DSS 3.0 Level 1 – payment card security • SSAE 16 Type II – financial records and reporting standard • SOC 2 Type II and/or ISO 27001:2013 – security management	• Confidence of knowing the platform meets all key industry standards to keep interactions secure and private
High availability • 99.95% target availability	• Assurance of highly reliable operations to support customer service
Support • A range of support options available	• Choose the level of support you require
Subscription based pricing • Priced on a per minute rate based on your monthly commitment of minutes • Ability to increase minutes as needed	• Have cost certainty with the flexibility to choose a plan that suits your business • Meet increased call volumes without fuss

Options	
Professional Services • Provides expert assistance with strategy, design, execution and application tuning	• Helps to ensure a painless deployment and top performance
Training Services • Provides step-by-step instructions on how to use analytics, and build, deploy and manage conversation flows	• Get maximum value from your solution from the beginning

Why Telstra for contact centres?

We manage 20,000 + contact centre seats taking over 100 million interactions a year, and run one of Australia's largest integrated contact centres. We draw on this vast experience across diverse industries to provide the best solution for your needs.

Take advantage of our expertise in customising, configuring and integrating contact centre solutions, as well as providing training and ongoing advice. You can rely on our proven capability in designing and managing cloud-based solutions, while tight integration with our world-class networks help you connect securely, reliably and in more places.

We also offer you the benefits of our unique strategic partnership with Genesys. We are a Genesys Gold Partner in Australia/ Asia Pacific region so we can offer a deep understanding of their technology, all with the simplicity and accountability of one touch point for your contact centre and network access.

Awarded Hosted Contact Centre Service Provider of the Year 2009 to 2015 by Frost and Sullivan

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