

Alcatel Contact Center IVR

Contact Center Interactive Voice Response

The Alcatel CCivr – Contact Center interactive voice response – is an essential Contact Center component that allows companies to offer their customers reliable and powerful self-service functionality.



Voice and data convergence for interactive information distribution

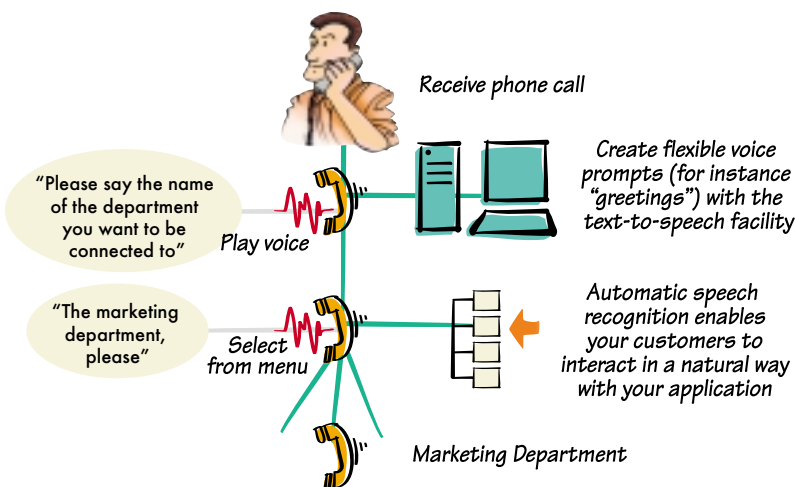
- Service for callers from any place at any time
- Multimedia information dissemination via voice, fax, and e-mail
- Support staff by providing standard information automatically

Keep in touch with your customers

- Minimize abandons – automated attendant and voice mail offer customers an alternative to waiting
- Customer-oriented interactive services are available around the clock
 - information on demand by voice, fax and e-mail
 - IVR services for automated transactions
 - automatic speech recognition for flexible and natural dialogues
- Handle calls when agents are busy
 - inform callers of the expected waiting time
 - offer alternative services
 - interactive queuing offers services such as ordering while waiting (caller retains their queue priority)

Improve service

- Professional and consistent welcome
- Increased call completion and reduced waiting time
- Self-service transactions
- Enhanced information services with high customer acceptance



Reduce and control costs

- Efficiency through performance analysis
- Scalable structure for evolving needs
- Open platform to protect existing investment

Increase staff productivity

- Automated services (audiotext IVR, fax-on-demand) free up your specialized staff for non-routine calls
- Easy alteration of voice prompts using text-to-speech
- Routine requests can be handled by flexible and natural automatic speech recognition

Areas of application

Alcatel CCivr offers a wide range of solutions that can be customized to suit a variety of business needs. The most frequent areas where the Alcatel CCivr is used are:

- Helpdesk and customer care
- Ordering and sales
- Information service
- Telemarketing
- Reservation system

Easy customization with the Alcatel CCivr Application Generator

The Alcatel CCivr Application Generator allows you to design your applications according to your customers' needs. For example, you may

want VIP calls to be handled by specialist teams or to allow certain transactions to take place automatically, 24 hours a day, 7 days a week. Based on your business decisions, you can offer the appropriate customer service.

Fits easily into your present office environment

Scalable

The Alcatel CCivr expands with customer requirements. Simply adding additional PCs to your network will increase processing power.

Services

Automated attendant, audiotext IVR and Contact Center functionality offer a wide range of service possibilities. The Contact Center functions include:

- Flexible call characterization delivered by calling line identification, entering a pin code, or simply talking to the system
- An interactive queuing mechanism which gives callers the possibility of using other services while waiting for a free agent, i.e., listening to audiotext information
- Waiting time announcements provide the caller with a choice between staying in the queue or using alternative services such as leaving a message or using IVR
- A call identification feature that enables screen pop-ups containing information about the call or caller's profile allowing the Contact Center agents to be more efficient and responsive

Database access

Databases that use the ODBC standard can be accessed with the Alcatel CCivr.

Connectivity

For PCX connectivity, the industry standard CSTA protocol is supported to inter-work with CT servers and CTI APIs. Powerful CTI functionality can be offered in conjunction with the Alcatel OmniPCX 4400.

High degree of automation

A high standard of automation is achieved by using automatic speech recognition and text-to-speech technologies within the caller's dialogue. The speech recognition and the text-to-speech algorithms are available in several languages. Information can also be distributed automatically via fax or e-mail.

Applications

Customer specific applications can easily be built or adapted by the Alcatel CCivr GUI based drag-and-drop application generator. To facilitate implementation, industry specific solutions are available.

