VoxGen™

IVR Development
Fact Sheet

The essential IVR tools you need to deliver a
great customer experiences

IVR DEVELOPMENT AND TOOLS

IF YOU WANT YOUR IVR TO DELIVER A GREAT CUSTOMER EXPERIENCE, YOU NEED GREAT TOOLS TO BUILD IT WITH.

At VoxGen we've created a suite of design and development tools for smart, connected, conversational IVR, which we use on every project we undertake. You can license our tools for your own use, or ask us to design and develop a new IVR application for you, using the services outlined below.

DEVELOPMENT AND TRAINING SERVICES

Not many organizations have the specialist expertise in-house to develop modern, conversational IVR applications from scratch. That's why we offer everything you need to get the job done:

» Expert developers with extensive experience of IVR projects

» Technical design, development, integration, QA and project management services

» A proven, Java-based development framework, Speech Wizard

» Pre-built modules to help get your new IVR application built fast

» Tailored training and support services

You can outsource as much or as little of the development work to us as you like. We're used to working with in-house IT teams to deliver amazing customer experiences, and we'll provide anything from technical consultancy and training to a full turn-key solution. Whichever approach you choose, we'll give you access to source code and libraries so you can make changes and additions later on.

BUSINESS INTELLIGENCE AND REPORTING

VoxGen IVR applications log every user experience, and offers rich Business Intelligence reporting as standard. A data cube lets you create your own queries to get the information you need to understand your customers' experience in the IVR and tune the application accordingly.

DEVELOPMENT FRAMEWORK AND TOOLS

PGreat customer experiences feel clean and simple to the user, but are very complex under the cover.

Using the VoxGen suite of tools, you can craft an IVR experience that pays attention to small details that make a big difference to your

caller; like never playing the same prompt twice in one call, or the way dates and telephone numbers are played back. You also get sophisticated tools to design personalized interactions, and allow contact center management to tailor the interaction on the fly.

Our design tool and Speech Wizard framework are low-code tools. They generate much of the code automatically, so you can build sophisticated IVR applications fast. But that doesn't mean you can't change the code, or add custom functionality. The suite is based on Eclipse, XML and Java, so your development team will feel comfortable building or modifying the apps. We've found that good Java developers can be writing production-quality apps with our tools in as little as five days.

» Speech Wizard core: including dialog manager, integration layer and standard VXML adapter for use on VoxGen platforms

» Speech Wizard extras: including specialist grammars and concatenation strategies

» Custom adapters to run Speech Wizard on other platforms

PRE-BUILT IVR MODULES

There is a core backbone of functionality that almost every modern, conversational IVR application needs. Our pre-built modules let you create this backbone much faster. And because they're built in Speech Wizard, you can easily customize and extend them to meet your specific needs.

CORE MODULES

BROADCAST MESSAGES: Manage, insert, edit and remove the messages you want to play to your callers.

IDENTIFICATION & VERIFICATION (ID&V): Identify callers with Automatic Number Identification (ANI), Calling Line Identity (CLI) or by asking them to input an account number. Then verify them with information like a postal code or date of birth.

PRO-ACTIVE REASON FOR CALL: Correlate caller data with information in your CRM system to predict what someone is calling about, and offer them what they need straightaway.

DYNAMIC CALL ROUTING: Automate the caller's journey by playing prompts, receiving input via speech or touch-tone (DTMF), and automatically routing the call to the right place.

TRANSFERS: Transfer callers to different destination numbers – for example to a different agent group or queue – and provide a reason for the transfer.

OUT OF HOURS (OOH) HANDLING: Configure rules and messages for call handling when the contact center is closed, or if there's an emergency closure or public holiday coming up.

SELF-SERVICE: Pre-built functionality for popular services like payments, and tools to build custom options like balance information and order status.

ADDITIONAL MODULES

» **PAYMENTS (PCI COMPLIANT):** Empower your callers to make secure, self-service payments using a credit or debit card.

» **OUTBOUND IVR:** Automate large-scale outbound campaigns by calling all customers in a campaign file and playing them a pre-recorded message.

» **CLICK TO CALL:** Make it easy for customers to switch from a digital channel to the phone, by allowing them to connect with an agent or request a callback from within a mobile app or web browser.

» **IVR TO WEB:** Automatically send a caller a specific URL that will help with their inquiry, whether that's to find out more information, or to complete a transaction online.

VoxGen™

Get Started with a Free IVR Assessment

We'll put the IVR through its paces and report back to you on:

» Your IVR "persona": does it accurately reflect your brand?

» Your IVR dialog design: does it get callers what they need, fast?

» Your on-hold experience: is it helpful, or excruciating?

» Cross-channel integrations: can callers complete inquiries in other channels?

» Areas that require immediate and longer-term attention

SCHEDULE REVIEW NOW »

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