

The VoxGen logo is positioned in the upper right corner of the page. It features the brand name "VoxGen" in a bold, white, sans-serif font, with a trademark symbol (TM) to its upper right. The background of the entire page is a dark blue, semi-transparent overlay on a photograph of a person in a suit holding a smartphone. The background also contains various digital icons: a smartphone, a laptop, a cloud, an envelope, and a globe with glowing nodes and dashed lines, all connected by dotted lines, suggesting a global network or cloud infrastructure.

IVR Deployment Fact Sheet

With VoxGen you don't have to decide
between Cloud IVR and on-premises



f t in | www.voxgen.com

IVR PLATFORM AND CLOUD

**YOU'RE COMMITTED TO
DELIVERING AN OUTSTANDING
CUSTOMER EXPERIENCE IN
EVERY CHANNEL – AND VOICE
IS NO EXCEPTION.**

For callers, your IVR is the front door to your organization, so it has to be always there, always working, and always delivering a smooth, on-brand experience. VoxGen offers two solutions: a managed service for your on-premises infrastructure, and/or secure hosting in the VoxGen Cloud.

VOXGEN ON-PREMISES MANAGED SERVICE

Maintaining seamless IVR application performance on your own infrastructure can be a challenge. There's the cost and complexity of managing, monitoring and maintaining the application and infrastructure, not to mention the need to manage and plan call volume capacity, and ensure robust integration with other channels.

VoxGen can take the strain with our managed services for on-premises IVR applications, covering:

- » Infrastructure and integration requirements gathering
- » High level infrastructure and integration design
- » Integration prototype



- » Platform build onsite or via VPN
- » Proactive monitoring and troubleshooting
- » 24/7 phone support direct to VoxGen experts

VOXGEN CLOUD HOSTING

Delivering a great customer experience in the voice channel means ensuring the application can perform at scale, even during unexpected surges in call volumes. VoxGen has brought together the best the cloud can offer, to create a secure, scalable, flexible and resilient hosting environment built specifically for next-generation IVR applications.

- » Global network of data centers to ensure continuity and international coverage
- » Scalable capacity to handle peaks and troughs in call volumes
- » ISO270001, ISO9001 and PCI DSS v3 security certifications

- » 24/7 monitoring and support
- » Integration with leading contact center platforms and communications channels

DESIGNED FOR HIGH-PERFORMANCE IVR

VoxGen Cloud Hosting is designed to host even the biggest and most complex IVR applications – whether developed by us, you or a third-party – and to handle fluctuating and unpredictable call volumes seamlessly.

FITS WITH YOUR IT STRATEGY

You can use VoxGen Cloud Hosting as a fully cloud-based hosting environment, as part of a hybrid cloud approach, or as a development environment for on-premises deployment. If you've chosen a VoxGen IVR application, its Java code base means it can move platforms easily, and our flexible contracts give you the freedom and flexibility to switch deployment models at will.



EVERYTHING YOU NEED FROM IVR HOSTING

VoxGen works with multiple cloud infrastructure providers, including Amazon Web Services and West, to deliver a next-generation IVR hosting platform that's right for your organization. So if your needs include global presence, seamless bursting to the cloud from your on-premises infrastructure, and/or redundant capacity at low cost, we'll provision the right infrastructure for you.

SECURITY AND COMPLIANCE FOR SENSITIVE DATA

When you choose VoxGen Cloud Hosting, you're choosing a hosting platform and service with secure, ISO27001-compliant handling of your sensitive data; PCI-DSS v3 compliance for secure card payments; round-the-clock monitoring, and all the physical and information security measures you expect from a major cloud infrastructure provider.

READY TO USE TODAY

The VoxGen Cloud is a ready-made hosting, development and deployment platform for next-generation IVR applications. Since all

of the hardware, software and deployment processes are already in place, you may find you can get your existing IVR up and running in just days, or develop and deploy a new one in a fraction of the time it takes with on-premises infrastructure.

SCALES WITH YOUR BUSINESS

Call volumes and business growth are never predictable, so VoxGen Cloud Hosting is built to scale up and down on demand. With six global data centers offering all the capacity you'll ever need, it can flex as needed when your business grows or call volumes surge.

ARCHITECTED FOR MAXIMUM AVAILABILITY

IVR is business-critical, making downtime unacceptable. VoxGen Cloud Hosting makes use of six interconnected data centers, with significant excess capacity, to ensure seamless service continuity in the event of a failure. Within each data center, the infrastructure is architected for maximum redundancy and survivability.



MONITORED AND SUPPORTED 24/7

With the VoxGen Cloud you can rely on continuous, proactive monitoring of every layer of your IVR: from the application itself to the network, virtualized servers, underlying hardware and telephony. And our expert support team is available 24/7 by phone and email.

BUILT TO INTEGRATE

IVR is never a standalone application – it has to work in concert with your contact center systems and other communications channels.

When you deploy your IVR application in the VoxGen Cloud, you can take advantage of our pre-built integrations to leading contact center platforms including Cisco, Genesys and Avaya.

COSTS LESS TO RUN

VoxGen Cloud Hosting offers all of the cost-saving opportunities you look for in a cloud solution: from pay-as-you-use pricing to the opportunity to scale down your on-premises infrastructure, free up space, and redeploy skilled technicians from ‘keeping the lights on’ to higher-value activities.



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](#) »