

How to Improve Customer Experiences with IVR

IntelPeer.com

Looking to deliver the best experiences for your customers? With IVR, you can create automated call flows that allow customers to get the answers they need quickly, easily, and on their own time. Give your customers the control and flexibility of self-service, while reducing your costs.

What is IVR?



Interactive Voice Response (IVR) is a system of automated call flows that lets customers select what they need from a menu of options, collects any needed information from them, and then routes their calls to the appropriate destination.

Why IVR?

Businesses use IVR to make it easier and faster for customers to get the help they need. With IVR, customers can find answers on their own, without always needing to speak to an agent. This not only gives customers a better experience, but it also frees up agent availability and improves productivity. IVR can automate a wide variety of business processes which can make your business more efficient and help you save money.

How does it work?

Chances are, you use IVR all the time without realizing it. Remember when you received your credit card in the mail and had to activate it? There was probably a number on the back of the card that you called and an automated voice asked you to enter your pin number and other information.

Wasn't it easy to activate your card in seconds without needing to speak to an agent? That's just one example of how IVR can be used to provide quick and easy service to customers.



Adding IVR to your Voice Services

Atmosphere® IVR from IntelPeer can be used to front-end your voice services to deliver more functionality. IVR gives you more control over how calls are handled and routed throughout your company. Because Atmosphere® IVR is built into our network, it can be easily added on to Atmosphere® Voice Services.

You decide how you want the flows to be set up based on your business needs and can edit them as you grow.

Why Atmosphere® IVR from IntelPeer?

With Atmosphere® IVR, you will have call flows that are completely tailored to your specifications. Unlike with other solutions, you will never have to settle for something that is one-size-fits-all. Our skilled professional services team will work with you to design and deliver IVR call flows that best meet the needs of your business. They will support you every step of the way to ensure that you get up and running smoothly.

Ways you can use IVR to improve customer experiences

Atmosphere® IVR is so versatile that it can be used to automate almost any important business process. Atmosphere® supports API and web services integrations, allowing your IVR to integrate directly into your other business systems.

There are countless uses for Atmosphere® IVR, but here are a few of the most common examples:



Auto attendant/directory

Enjoy the convenience and efficiency of an automated company-wide directory. Customers can call into your main line and easily connect to the person with whom they'd like to speak.



After hours answering service

Assist customers, even during after hours by routing them to a third party who can live answer the calls, or set up a voicemail service that will collect the caller's info and send it in an email to your team.



Surveys and polls

Gauge satisfaction from customers or employees by setting up automated surveys to collect feedback. Survey takers can call in to a number and respond to questions that you want to ask. Responses will then be sent to you so you can evaluate.



Appointment reminders

Use outbound IVR to send reminders and announcements to your customers. This is great for sending appointment reminders, announcing promotions, or sending emergency alerts.

Why IntelPeers?

We know you have a choice when it comes to providers, but not all are created equal. At IntelPeers, we pride ourselves on delivering the best service to our customers. Here are just a few reasons why we stand out from the rest:



IVR expertise

At IntelPeers, you'll have access to a team of IVR experts who have decades of combined experience building call flows for all different types of businesses. We assign you to an account manager who has experience building IVRs for your industry or has built a solution similar to yours.



Top-notch support

In addition to your account manager, you'll have 24/7 access to our top-notch live support team who are available to solve any question or problem you may encounter.



An award-winning team

Year after year, our account management and support teams have been recognized for delivering superior customer service. Most recently, we were awarded with a Gold Stevie® for Customer Service Department of the Year in the American Business Awards.



Rock solid network

Enjoy the peace of mind that comes with our highly available, IP-based network that delivers carrier grade quality and ensures business continuity with redundant connectivity, network-based routing, and automatic failovers.



Exceptional partner program

As a 100% channel-focused company, we have strong relationships with our partners and provide flexible services and pricing to meet the needs of their customers.

Ready to get started?

Talk to us to learn more about IVR and how it can help your business

Contact us today!



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