



Interactive Voice Response (IVR)

★ IVR

VCC's Natural Speech IVR system is currently one of the most sophisticated systems available within the telecommunication industry. Callers are able to access important information and complete transactions via voice or touch tone prompts in several languages, a necessity in today's global society.

To better meet the needs of our clients and their customers, the IVR system was developed with unique Speech Recognition Technologies, allowing customers to speak directly to the system, as naturally as speaking to a live agent. This system, designed to maximize program efficiency, can be utilized for front end/or back end support and appropriate call routing.

★ Customized Self-Service Applications Include:

- Computerized Gathering of Data
- Efficient Routing to an Expert Agent
- Answers to FAQ's
- Automated Surveys
- Secure Acceptance Data
- Information Requests
- Third Party Verification
- Payment Reminders
- Information Requests
- Data Capture
- Automated Disclosures
- Market Research
- Automated Disclosures



All IVR programming is completed by VCC's Telephony Engineers so set-up charges are cost effective and programs are deployed on schedule.