

EVOLUTION IVR

Interactive Voice Response (IVR)

The **Evolution** Interactive Voice Response (IVR) allows individuals to interact with data in an organization's computer database by retrieving information and receiving that information verbally, updating information in the database or a combination of both.

In its most basic configuration, the IVR works on the premise of Data Capture and Information Delivery. Calls come into the IVR through the telephone switch and the system prompts the caller to select the information they want from a menu. The caller makes their selection by pressing the keys on their touch-tone telephone.

The system "captures" the caller's choices and verifies personal identification information immediately. The IVR then retrieves the requested information from the database and "delivers" it to the caller. If the caller has a complex request that is not routine in nature, the IVR can transfer the caller, along with popping an information screen, to an agent for assistance.

The **Evolution** IVR platform provides a comprehensive and cost-effective solution to small and medium-sized contact centers.

Scalable IVR capable of handling 24 to 480 telephone ports

The **Evolution** Interactive Voice Response (IVR) can be configured for a wide range of applications, from small (24 ports) to large-scale (up to 480 ports) installations. Providing advanced, interactive voice processing capabilities with multiple features, configurations, and complimentary products, the **Evolution** IVR offering is based on an open, flexible, and modular design that allows the system to operate across an entire range of applications.

Telephony Capabilities

- Analog, Digital T1
- PRI
- Internal Switching/Bridging

Other Features

- Mirrored Disks
- Caller Message Recording
- Credit Card Authorization
- Facsimile, Alpha & Digital Paging
- Web Interface & E-Mail Management
- System and Application Statistics Reports

IVR Studio - Visual development environment creates interactive processing applications

The **Evolution** IVR Studio is a state-of-the-art, graphical application development tool that allows application developers to create and test interactive transaction processing applications using voice, web, and fax.

Evolution IVR Studio allows you to build full-function production applications in a graphical construction area using point-and-click tools for fast and easy application development.

With **Evolution** IVR Studio, users can create a full range of basic and sophisticated applications that dynamically link to other applications.

Evolution delivers Text-To-Speech (TTS) capability

Evolution's text-to-speech (TTS) capability provides the voice quality and intelligibility required for broad user acceptance.

Evolution voices sound more like human speech, and caller acceptance is therefore much higher. In addition, it reduces costs and speeds development by replacing human recordings in commercial applications such as address verification, order management and driving directions.

Evolution provides Computer Telephony Integration (CTI)

Evolution is capable of routing IVR calls without losing efficiency-boosting skills-based routing while delivering ANI, DNIS, and screen-pop with attached call data.

With **Evolution**, you can empower your agents to handle calls more efficiently by eliminating the need for callers to repeat information that has already been captured by the **Evolution** IVR. Your agents' talk-time with callers will be dramatically reduced. This increase in contact center productivity will allow you to introduce new services, without incurring additional staffing costs – improving bottom-line results.