

# IVR

## Overview & FAQ

### What is IVR?

Interactive Voice Response (IVR) enables a caller to use their touch-tone phone or voice telephone input to interact with a database and obtain information on demand using a phone-based, self-service application. The versatile ACC IVR platform is built to provide access to cloud-based applications that can integrate with any PBX and database to offer real-time interaction for simple or complex inquiries.

### How does it work?

Interactive Voice Response is a great way to offer your callers self-service options. ACC's IVR offers the ability to provide 24/7 database-driven, touch-tone applications to customers, thus reducing the number of basic calls that need to be handled by agents. It improves the flow of information and automates redundant tasks that are often carried out in a call center, making activities more efficient while improving the customer interaction.

### Who is it for?

ACC Telecom's IVR solution is for organizations that need to increase inbound and outbound customer engagement, and want to create automated, self-service applications. It allows organizations to deploy those applications via the cloud or by connecting to their own PBX system.

It reduces call traffic to agents and can offer 24/7 operations without human interaction. Our IVR also provides the ability to broadcast voice or text messages to a group list automatically.

### Are there additional IVR capabilities?

ACC's IVR offers additional automated capabilities that fall under the IVR product umbrella.

- **ASR (Automated Speech Recognition)** allows for 'spoken' commands to be used in place of touch-tone phone entry.
- **TTS (Text to Speech)** uses a computer voice instead of a recorded prompt.
- **Broadcasting** allows your organization to broadcast voice and/or text messages via campaigns to a group list.



## How it's used:

ACC Telecom's IVR solution is perfect for companies wanting to reduce their cost of service while still maintaining excellent customer interactions. IVR has many vertical-specific applications, all based on the same functionality. Below you'll find examples of how various industries are using IVR systems today.

### Healthcare

- ✓ Appointment Reminders
- ✓ Lab Test Status
- ✓ Prescription Refill and Status
- ✓ Surveys

### Government & Public Sector

- ✓ Property Tax Payments
- ✓ DMV Renewals by Phone
- ✓ Law Enforcement (Background Checks)
- ✓ Probation Enforcement

### Insurance & Financial

- ✓ Policy Status & Renewals
- ✓ Payment by Phone
- ✓ Product Info
- ✓ Account Balances
- ✓ Account Inquiry
- ✓ Loan Payment by Phone
- ✓ Payment Reminders
- ✓ Credit Card Authorization

### Retail

- ✓ Membership Services
- ✓ Order Status/Order Entry
- ✓ Outbound Notifications (Voice/Text)
- ✓ Customer Surveys
- ✓ Credit Card Authorization
- ✓ Scratch-off Games
- ✓ Shipment Status
- ✓ Payment Status