

Spoken CCaaS IVR Offerings Fact Sheet

The Interactive Voice Response system is very often the first thing your customers hear when contacting your organization, and the interactions callers have with your IVR automation is at the forefront of the overall customer experience. Spoken's CCaaS offering incorporates a fully integrated IVR platform, including a variety of IVR options to suit every enterprise need.

Don't limit your IVR automation choices: from DTMF to speech recognition to the fully customized Smart IVR and Secure IVR products, Spoken has your speech needs covered.

The specifications

All Spoken IVR offerings can be combined with other components and IVR products, including DTMF IVR, Speech Recognition IVR, Smart IVR and Secure IVR.

- English and Spanish are supported; other languages available on demand
- English and Spanish voice talent are provided as part of the IVR service.
- A web-based console, available 24/7, is provided to the client for uploading of digitized voice recordings and system configuration changes.
- Standard and custom reports are provided, including system performance, caller ID, opt outs, re-ask and replay requests.
- All IVR call flows are based on JavaScript and therefore uniquely flexible and programmable to support any business rules requested by the client.
- All IVR call flow design and configuration is database-driven.

The following features are also included in all IVR products: full payment transaction reporting, holiday and disaster message activation, Text-to-Speech (TTS), transfer to any internal or external destination by predetermined call flow rules, continued DTMF call listening after agent transfer with DTMF string activation, customer satisfaction survey and automated new script deployment.

IVR services are billed per minute of time in which the caller is actively engaged within the IVR system.

The IVR product line

Dual Tone Multi Frequency (DTMF) IVR

Spoken's DTMF IVR is a hosted solution supporting standard DTMF entry.

DTMF surveys

Spoken's DTMF surveys use standard DTMF entry to collect and report customer responses.

Speech Recognition IVR

The Spoken Speech Recognition IVR is a hosted solution supporting grammar-based speech recognition in a variety of languages. Custom grammar construction for names, addresses, or other custom data unique to the client is available.

Speech Recognition Surveys

Spoken's Speech Recognition Surveys use grammar-based speech recognition to collect and report customer responses. Custom grammar construction for names, addresses, or other custom data unique to the client is available. Pricing is based on successful completion of a survey.

Smart IVR

Spoken's Smart IVR is a unique solution that combines speech recognition with human Silent Guides who make real-time, pinpointed corrections in the background to improve the accuracy of the speech recognition capabilities, resulting in increased routing accuracy and reduced opt-outs. This hosted solution supports grammar-based speech recognition with human assistance in the form of Guides. The system can ask open-ended questions, such as "How may I help you?" while using a predefined grammar (which is constantly being fine-tuned) to determine the reason for call.

Guide training, labor and reporting are included in the per-minute price. If a client wishes to train its own Guides after launch, product pricing exclusive of Guides is available.

The Smart IVR is available with Silent Guides included in the per-minute pricing or without. Training for your in-house Silent Guides is available.

Secure IVR

Spoken's Secure IVR is a PCI-compliant, hosted solution supporting secure DTMF and speech entry that can be combined with other IVR products for the safe gathering of sensitive data such as credit card information or social security numbers. It can also be inserted into any existing IVR call flow (DTMF, speech or Smart IVR) or into a live agent interaction.

The benefits

The fully integrated IVR platform is available to all CCaaS users. Each IVR product is available à la carte, and custom call flow programming is available to maximize your caller experience.

- **Increase ROI.** The patented Smart IVR is a unique solution delivering proven results. Customers report 93% confirmation rates for inbound calls, overall budget savings of 16% and ROI of 300% per comparable minute.
- **PCI compliance.** Comply with PCI restrictions with the flexible Secure IVR, which securely takes sensitive customer information and can be integrated as a branch into any existing call flow.
- **Improve the customer experience.** Use IVR to improve the caller experience and retain callers within automation.