Product Datasheet

inConcert Allegro Contact Center

Interactive Voice Response System

inConcert Allegro IVR

Improve services and reduce costs with an interactive voice response system that's available 24/7.

inConcert Allegro IVR interactive voice response system lets your customers solve their needs automatically and efficiently, reducing your operating costs and improving customer experience.

Overview

A better way to serve your customers.

Improve the quality of your customer self-service while at the same time the profitability of your operation. Provide customers with personalized attention 24 hours per day without waiting times with the implementation of intelligent IVR applications that support process automation, systems integration and speech technologies.

Flexibility and reach.

inConcert Allegro IVR lets you implement from simple auto attendant systems all the way to advanced applications for capturing data, systems and data integration, to deploying text-to-speech, voice biometric and recognition technologies, as well as massive delivery of emails and SMS. It's also possible to reconfigure the behavior of your IVR in real-time, without the need to interrupt your operations, rapidly adapting to changes in your business.

Native Integration with ACD.

inConcert Allegro ACD and inConcert Allegro IVR are natively integrated. At any moment, a call can be transferred from the IVR to the ACD and the agent, together with the live call, receives any selections and data previously input by the customer. You avoid the wasted time and the frustration that results when customers have to repeat to the agent information already in the system.

Integration with your business processes and systems.

inConcert Allegro Contact Center's advanced integration platform allows you seamless integrate your business processes and systems with your IVR, making it possible to launch a wide range of self-service operations including checking account balance, bills, statements status, product orders – as well as perform transactions – such as transfers between accounts, invoice payments, and payment authorizations – among others.

Speech technologies.

Optimize the use of your contact center's resources and deliver a dynamic and distinct customer experience with the incorporation of TTS (Text To Speech), ASR (Automatic Speech Recognition) and voice biometrics that empower you to develop new business applications.

Simple IVR application design.

Develop IVR applications using the inConcert Allegro Flow Designer graphical tool that delivers rapid IVR flow implementation in accordance with your business requirements. Or if you prefer, our team of professional service engineers can take charge of creating highly personalized applications for boosting your customer service and business operations.

Added-value information.

With inConcert Allegro Reports you access detailed information about your IVR operations and your customers' behaviors, revealing which options are used more frequently and the most problematic abandon points, helping you improve your self-service processes.

Key Features

Note: The implementation of some features may require professional services

- Automated call management.

- Dynamic and static menus depending upon the customer's profile and the context variables.

- Unlimited options and menu depths.

- Multiple IVR applications in simultaneous operation.

- Send email or SMS messages on demand from the IVR.

- Native integration with inConcert Allegro for post-interaction satisfaction surveys and transfer of data to the ACD and for reports .

- Support for TTS, ASR and biometric technologies.

- Support for multi-lingual applications.

- Integration:

  - Database access via ODBC.

  - Integration with servers via TCP/IP and Named Pipes .

  - Integration with minis and mainframes: IBM390, AS400, RS6000, among others.

  - Standard messaging interchange: ISO8583, SWIFT, CNAB, XML.

  - Invocation of external processes and components: COM, CORBA, SOAP, RPC.

  - Integration with middleware solutions: IBM-MQ Series, BEA Tuxedo.

  - Publication and access to Web Services: REST, SOAP.

- Graphical tool for developing IVR applications.

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