# 3CLogic

Interactive Voice Response (IVR) Builder

Without the right tools to effectively handle incoming calls, responding to customer needs in a timely manner while making efficient use of your resources can be a challenge. With 3CLogic's intuitive Interactive Voice Response (IVR) software, mold your telephony platform to preexisting business processes and create a seamless customer experience from start to finish.
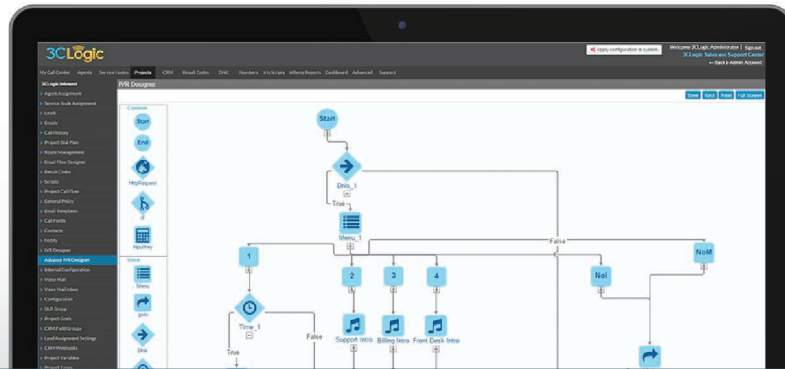

Set-Up With Ease

Design your IVR menu, on-the-fly, with a simple click, drag, and drop. Users can easily record custom IVR prompts, link menu options to predetermined agent skills groups, and make any necessary modifications to meet your customers' unique needs and your business's unique workflow.

Streamline Queue Management

For those instances when an agent is not immediately available, offer customers the option for a convenient "call back" while maintaining their queue placement, to enhance the overall customer experience.
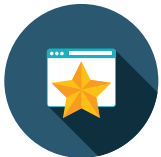
Prioritize Customer Calls

While every customer is important, certain instances may require the need to prioritize specific incoming calls, whether due to size, urgency, status, or strategic importance. With 3CLogic's integrated and intelligent IVR capabilities, access relevant data within your system of record (ie: CRM, etc.) in real-time via APIs to dynamically determine the prioritization of the incoming call.

Optimize Call Routing

Automatically route clients to the agent most qualified to address their problem or inquiry based on pre-set skills and customer information using 3CLogic's advanced Automatic Call Distribution and skills-based routing tools, optimizing your workforce while facilitating the efficient resolution of calls on the first try.

Enable Self-Service

Using advanced database management integrations (CRM, CSM), quickly allow customers to service their own needs (check an order status, cancel a transaction, view their account balance, etc.), freeing agents to address more pressing initiatives.
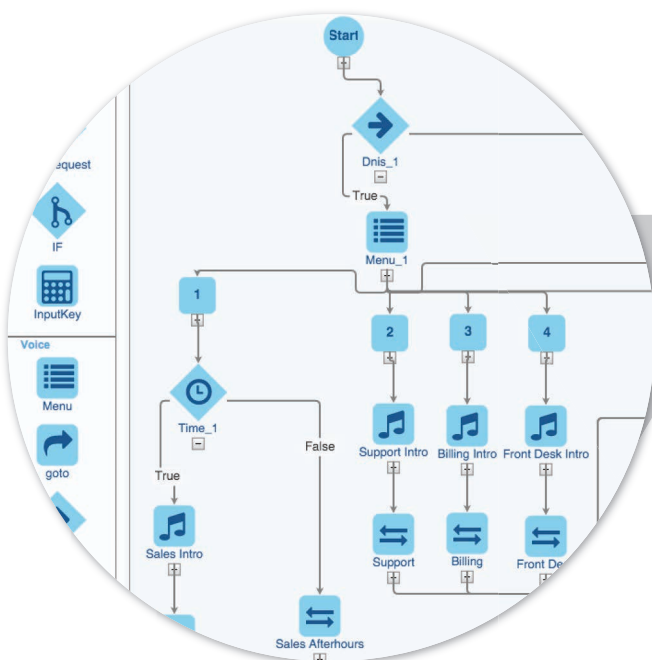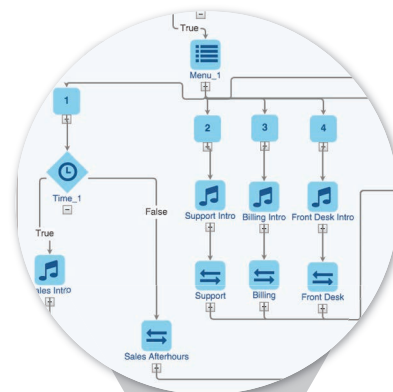
Gather Customer Feedback

Automatically transfer callers to an IVR survey after an interaction is complete to gather immediate customer feedback and understand if service levels are being met.
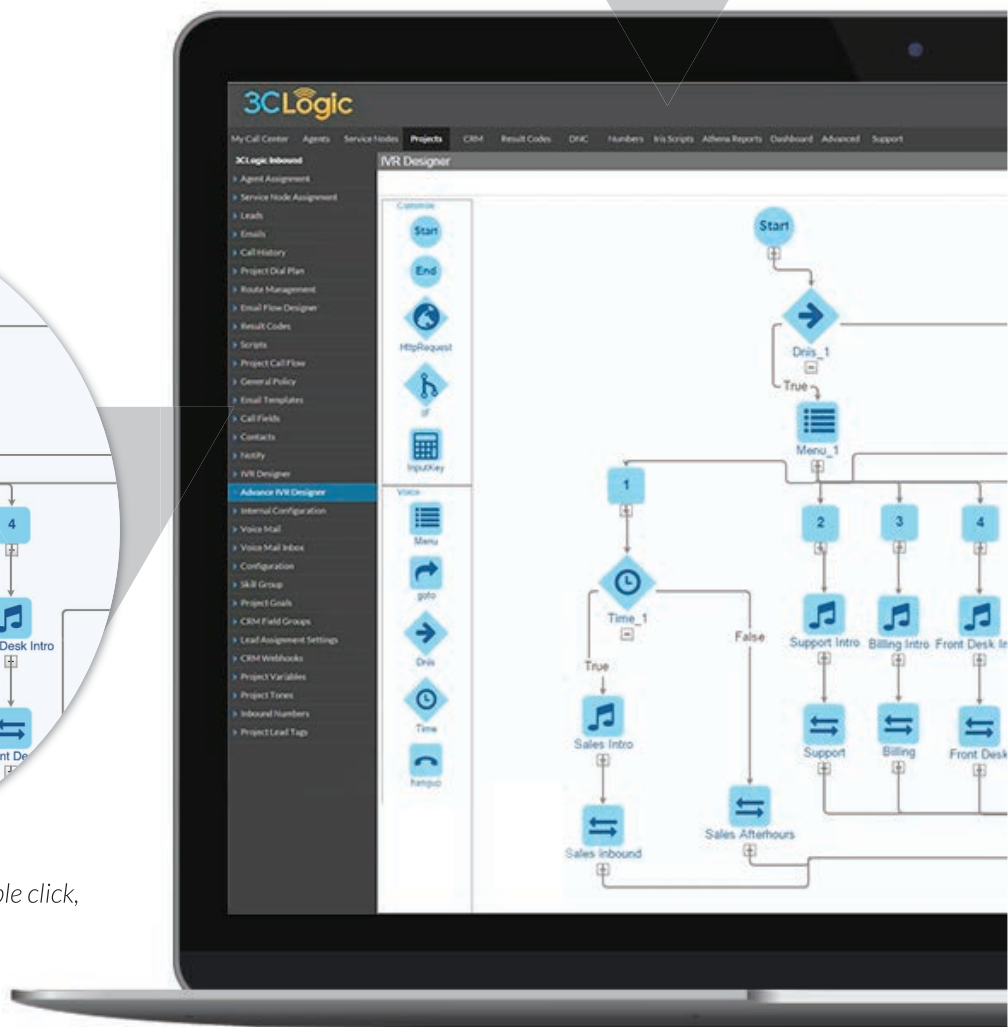
Interactive Voice Response (IVR) Builder

✅ *Drag-and-drop IVR Builder*

✅ *"Call-Back"/Virtual Hold*

✅ *CRM/CSM Data Dip via APIs*

✅ *Customizable Customer Identification and Prioritization*

✅ *Fully Integrated Automatic Call Distribution (ACD)*

✅ *Skills-Based Routing*

✅ *Self-Service IVR Capabilities*

✅ *Customer Survey Capabilities*

✅ *VXML Script Builder*

Fast, Easey, Seamless

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