



According to many sources, 50% of inbound calls are repetitive in nature, and do not require an agent's participation. For instance: account information retrieval, flight information, pricing, record updates, new password or pin generation, and transaction processing. The call time for processing such calls can be drastically reduced with a self-servicing automated solution that serves customers intelligently based on their queries and inputs. Your agents can attend to those customers who have specific calling purposes (as opposed to generic queries like account balances), thereby increasing your business productivity and efficiency.

As the complexity of business processes grows, the need for proper execution and implementation of SLA's (Service Level Agreements) and best business practices takes center stage. For achieving better customer experience it becomes important to constantly innovate by providing better, quick and hassle-free services to customers. Moreover, to process calls in less time without compromising on quality, they need to have as much information as possible in real time. Thus automation and integration form the technology need for any customer interaction process.

What is an IVR?

IVR or Interactive Voice Response System automates inbound calls by enabling self-service and reducing average call processing time. An innovative Customer Interaction IT allowing **Self Service** with IVR is significant as it enables access to a lot of information in seconds, without the aid of an agent. This facilitates better resource utilization for call centers and reduced wait time for customers. Enterprises can pass on the cost savings to their customers in terms of better services and tariffs, only when they have a robust IT infrastructure that allows for scalability and extensibility.

Drishti's-AMEYO IVR Capabilities

Our innovative IVR solution is ideal for self and assisted customer service for inbound and blended processes like customer support and collections. Equipped with a rich IVR designer tool and pre-integrated with our Automatic Call Distributor (ACD), Reporting, Unified Messaging (SMS, Chat, FAX and E-Mail) and CRM solution, the IVR module can be deployed independently or as a component of the Ameyo. And all this comes with low Total Cost of Ownership (TCO), ease-of-use and flexibility.

AMEYO's Interactive Voice Response (IVR) Module allows handling of large call volumes, as well as creation of complex call flows. The IVR/ACD modules enable self- and assisted service for query/dispute resolution, transaction processing, pin retrieval, password/pin generation etc. For the self-service operations, AMEYO's IVR module provides for Text-to-speech (TTS) integration, Automatic speech recognition (ASR) integration, database integration, scripting capabilities, 100% blind recording

Features of Drishti's Advanced IVR Solution

- ✓ Automatic Call Routing using DNIS & CRM Integration
- ✓ Intelligent Routing of Multiple Applications
- ✓ Call-Flow Designer
- ✓ Run-time Change of Call Flow
- ✓ Database Integration, DTMF Recognition and Generation
- ✓ PBX Integration
- ✓ Seamless working with T1, ISDN, E1 or analog lines
- ✓ Text-to-Speech (TTS) ability
- ✓ Automatic Speech Recognition (ASR) Integration
- ✓ Scripting Capabilities
- ✓ E-mail/SMS/Fax integration.
- ✓ Multi-language Support
- ✓ Call Conferencing
- ✓ Remote Monitoring via GUI-based interface
- ✓ 100% Blind Recording (with compression and multimedia operations)

(with compression and multimedia operations), and E-mail/SMS/Fax integration.

TTS and ASR are interactive services that "speak" to the caller depending on the input, and automate many functions that take up a Customer Service Representative's (CSRs) valuable time. The IVR system shall also be integrated with the database to dig

up details such as outstanding balance, payment schedule, and other account-related queries as per user's request. This frees up CSRs time to attend to more complex queries of the callers. Scripting is useful to present the caller's information to the CSR for quick query resolution as it presents all the relevant information in a single, unified screen. This is useful to increase First Call Resolution (FCR) rates.

Our innovative remote monitoring capability will empower you to manage your distributed workforce with a unified, centralized control from one location. You can not only access data with a GUI-based user-friendly interface with a single click, but create virtually any kind of call flows to configure routing and interaction experience with our IVR designer. With strong voice recording capabilities, you can store voice records of interactions effortlessly, and retrieve them later. You can also track performance and efficiency for your workforce, processes and business with the help of over 200 types of graphical and text reports.

Deployment

Based on latest IP based technology, the technology eliminates the use of expensive propriety hardware, lowering the network infrastructure and hardware costs up to 70%. The modular architecture facilitates seamless scaling by simply adding few processing units (i.e. inexpensive Linux Server machines). With ability to integrate additional generic and process specific features, the IVR system can cater to your current as well as future requirements. Seamless integration with any third-party components (CRM, telephony equipment, third-party software) and multiple-site deployment allow you to scale up your operations without enormous infrastructure investments.

How does it benefit you?

With Ameyo IVR solutions, your agents will spend quality time on lucrative business interactions.

Automate Operations - By enabling self service, our IVR will take care of callers who wish to look up account balances, process transactions, balance transfers, flight timings, or just promotional schemes. By efficiently managing your agent

workforce, you can do away with additional expenses for staffing and training.

Configure Call Flows using Intuitive IVR Designer - You can configure call flows on-the-fly with the IVR Designer for end-to-end caller experience. Use intuitive menu and action buttons to create diagrammatic representation of your call flows. With simple drag and drop abilities, you don't need to have knowledge of complicated programming constructs.

Interface with Third-Party Databases - Tighter integration with third party database not only allows your agents to obtain the right information immediately, it also allows your customers to look up information regarding their accounts directly with DTMF input.

Cut back Wait Time - Drishti's IVR and ACD solutions, when used in conjunction, cut back your caller wait times with the help of flexible call queue management. Your callers will be informed of estimated wait-times so they can call back at specific time and do not waste their time waiting during busiest hours of the day. Supervisors can monitor and manage call queues to ensure that agents are uniformly distributed across queues.

Obtain real time and updated Information - Provide your agents with latest information pertaining to callers for faster and more reliable service, via our user-friendly CRM system. Reduce dependence on humans for information retrieval and record searching, and let the automatic IVR do all the work.

Scale up Operations Effortlessly - Now increase your capacity without investing in propriety hardware. Drishti's IVR solution does not require heavy investment at the onset or during capacity upgrades when you wish to scale up operations.

Manage Voice Recording with Ease - Store your voice logs in any format. Search through voice records based on parameters such as agent, time-line, disposition, etc, and use multimedia features (replay, rewind, forward).

Improve Productivity with Comprehensive Reports - Analyze productivity and performance via GUI, web-based, real-time reports. You can also export the reports to multiple formats (PDF, CSV) for easy readability.

Headquarters

Drishti-Soft Solutions Pvt. Ltd.
GP 62-A, Sec-18, Gurgaon, India
☎ +91-124-4771000
📠 +91-124-4039120

Drishti Philippines Inc.
14-B, Rufino Pacific Tower, 6784 Ayala Avenue,
cor.Rufino St., Makati City, 1200 Philippines
☎ +632-923-8136
📠 +63-905-331-5418

Product Information
www.ameyosuite.com

Drishti Customer Arena
<http://dca.drishti-soft.com>

Corporate Blog
<http://blog.drishti-soft.com>

Drishti Forum
<http://forum.drishti-soft.com>

Partner Portal
<http://partner.drishti-soft.com>

Email: info@drishti-soft.com
Web: www.drishti-soft.com

