CONTACT

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CONNECT

www.maxcontact.com.au
in MaxcontactAustralia

MaxContact

IVR
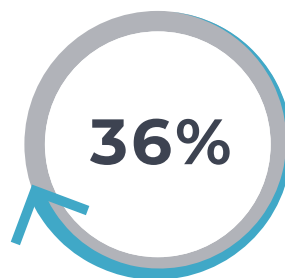# AUTOMATION

MaxContact

SELF SERVICE IVR

The IVR is often the first interaction that your customers and prospects have when they call your contact centre, so providing a good first impression is key. Consumers are now very used to dealing with IVR's and are often keen to use them to perform simple tasks such as providing meter readings rather than waiting in a queue to speak to an adviser.

By providing self service options within your IVR this allows your contact centre to be operational 24/7 without any additional cost, whilst reducing the quantity of calls your advisers have to handle saving time and money. Also allowing your advisers to deal with complex queries and escalations.
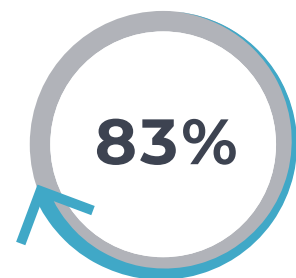
The benefits one MaxContact Customer received following the introduction of our Self Service IVR;

22%

Reduction in average handling time

36%

Reduction in calls requiring agent involvement

83%

Increase in SLA achievement

BES Utilities

FIRST LOCATE
INTELLIGENT OUTSOURCING

Nabuh Energy

PerfectHome

GFM
WE CREATE ● WE DELIVER

MaxContact

IDENTIFICATION AND VERIFICATION

Completing tasks such as ID&V (identification and Verification) within the IVR provides a better customer experience, when an agent is needed this information is sent through to the advisor screen. Presenting the customer details within the MaxContact Agent application or within your CRM reduces average handling time as the agent can receive a notification that DPA has already been passed allowing them to start handling the customers query straight away.

INCREASE CUSTOMER SATISFACTION

The introduction of Self service will also improve first contact resolution, information captured within the IVR can be used to route the customers call to the correct department and the most appropriately skilled adviser first time, reducing repeat contacts, saving time and money and increasing customer satisfaction.

The benefits one MaxContact Customer received following the introduction of our Self Service IVR;

71%
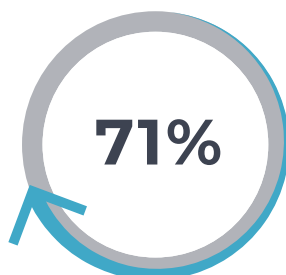
Reduction in repeat contacts

15%
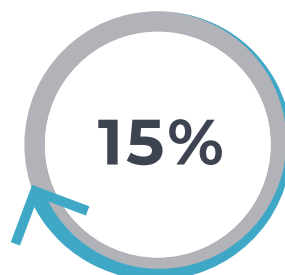
Improvement in CSAT

29%

Improvement in first contact resolution

CHANGING TO MEET CUSTOMER DEMAND

Providing a self service solution is a great first step but ensuring that it can be changed to meet customer demands allowing for ongoing personalisation and improvements is essential. Many IVR providers don't provide you with the tools to make your own changes therefore changes they make on your behalf incur a professional services invoice. With MaxContacts drag and drop IVR designer you can:

- Make changes to your IVR in real time
- Setup new routes and queues in minutes.
- Allow operational staff to make changes to the IVR to meet business requirements without involving any technical resources.

KEY BENEFITS

Reduce Calls handled by Advisors

Reduce Average Handling Time

Reduce Abandoned Calls

Improve Customer Satisfaction

Save Time and Money

MaxContact

FEATURES

VIRTUAL QUEUE

Allow customers to save their place in the queue and then receive a call back once they reach the front of the queue providing your customers with a great service and convenience.

DATA LOOKUPS

Link to MaxContact database or external databases via webservice/API or direct database access to dynamically route calls or present information to the customer via Text to Speech.

ADD TO DO NOT CALL

Save on Agent Interaction allowing customers to automatically remove themselves from the calling lists through the IVR.

TEXT TO SPEECH

Speech Synthesis converts data held within your MaxContact database and presents audio to your customer using a human sounding voice.

INTERACTIVE VOICE MESSAGING

Can be used to supplement outbound calling campaigns with automated outbound phone calls, providing your customers with a personalised bespoke message regarding payment or appointment reminders with the ability to route the call to an advisor if the customer requires further information.

CUSTOMISABLE AGENT NOTIFICATION

Allows you to set specific agent alerts when the call is delivered so that agents can quickly identify which queue the call was delivered from.

Interested in automating payments within your IVR? Find out more;

visit www.maxcontact.com.au for information on PCI DSS COMPLIANT compliance.

OUR FULL SUITE OF FEATURES INCLUDE;

- Outbound
- Inbound
- OMNI
- PCI-DSS Payment Collection
- Work Force Management
- Speech Analytics
- Automation
- Scripting
- Reporting and MI
- Integration

MaxContact