IVR

Go contact
a broadvoice Company

IVR

The GoContact offers a complete and intuitive interface that ensures the easy configuration of an interactive and automatic voice response system (IVR) to respond or interact with the caller, allowing, for example, to direct calls to the most suitable operators for a specific subject.
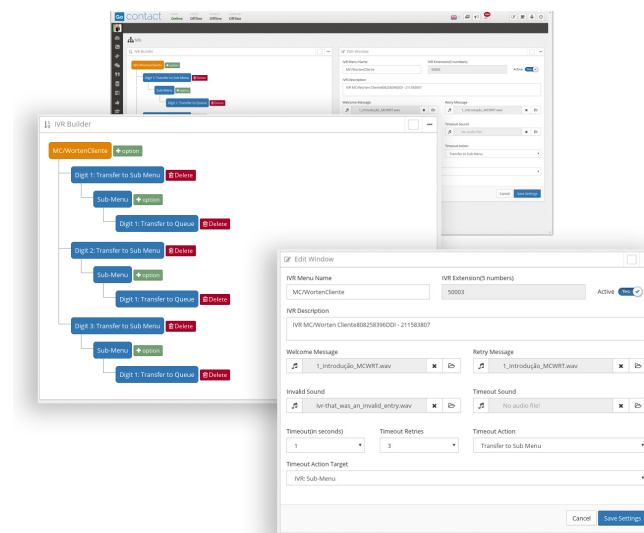
Functionalities

- Configuration of the name and extension associated to the service (IVR)
- An IVR Tree consists of a set of IVR elements with specific rules
- The configuration of the IVR Tree is carried out in a flat way, being the browsing available at any time for any element of the IVR Tree. The configuration of the IVR Tree is available with a click.
- Default Action, in case an option is not entered or if it is incorrect
- The Default Action can be parameterized for any destination option in the GoContact: Queues, other IVRs or Extensions
- Repetition rules that define how the IVR element is covered
- Rules/sounds, in case of entering an invalid option
- Configuration/Limit of attempts that can be entered
- Waiting times defined under digit reception
- Browsing between options of the same IVR/other IVRs/extensions/queues
- Setting a dial plan that allows the entering of a code to validate the possibility of continuing in the IVR Tree
- The IVR element can interact with other Applications
- Availability of an option collection mechanism entered by each IVR element. It allows conducting satisfaction surveys and more.

Customer Opinion Assessment - Via IVR

Through an IVR platform configuration, automatic surveys can be made available to customers in order to measure their satisfaction and/or to place other matters that might be necessary for the business.

Integrations can also be carried out, allowing this system to interact with external platforms and thus to take response decisions and/or deliver contacts to inbound queues and/or agents, in line with the business objectives.

The results can be consulted in specific reporting.