

Sytel solutions

IVR



interactive voice response

Softdial IVR™ is much more than the simple 'detect, capture and route' application found in other IVR products. Built on the versatile Softdial Contact Center™ architecture, Softdial IVR™ leverages the powerful features of CallGem®, Softdial Scriptor™, Softdial Campaign Manager™ and Softdial Telephony and Media Services™ to deliver an Inbound and Outbound IVR solution unparalleled in its feature set and performance.

For example, Softdial IVR™ agents have identical call handling, transfer, routing and media access capabilities as live agents. This means that IVR agents may be used to

- handle an inbound or outbound call in its entirety (where local regulations permit)
- validate and route an incoming call to a queue or a blended live agent
- accept transfers from live agents to handle parts of an inbound or outbound call
- handle other media sessions such as email and IM using Softdial TTS/SR features

Scripting IVR Agent Sessions

Softdial Scriptor™ Designer is a fully featured script and workflow design application that allows novice users to create efficient, complex and reliable agent script applications in a fraction of the time normally required.

Figure 1 shows a typical IVR script that has been designed in Softdial Scriptor™. The rectangular icons represent a few standard script 'steps' from over 50 provided with the software. To create a script the user simply drags the appropriate steps onto the design area. The steps are linked together by dragging an arrow link between them.



Figure 1 - Sample IVR Script designed in Softdial Scriptor™

Features

- Inbound and outbound IVR
- integrated with Softdial Contact Center™
- Efficient, powerful script generation with Softdial Scriptor™
- Fast agent screen pop with Campaign Manager Data Lookup
- IVR (virtual) agents have the same call handling features as live agents
- Calls may be freely transferred between live and IVR agents
- SAPI Plugin for Text to Speech and Speech Recognition
- Easy integration with 3rd party applications and databases in real time
- Highly scalable, to 1000+ channels



Step outcomes are set during the one click linking process. The example script performs the following commonly required function:

1. Play an introductory greeting to the caller, requesting them to enter an account number.
2. Capture the account number and save it to a script variable field, exit on fail (6).
3. Perform a database lookup based on the account number captured
4. If lookup fails, play a prompt requesting the user to re-enter the account number
5. If successful, re-queue the call to a live agent, attaching the account data to the session
6. End the call transaction for the IVR agent

When the live agent receives the transferred call they will also receive a screen pop of the record data.

This script can be assembled and tested in 15 to 20 mins by a relatively inexperienced user.

IVR for Outbound Campaigns

The ability to transfer a call to an IVR agent on an outbound campaign can significantly improve live agent productivity. For example, on some financial services campaigns there may be a regulatory requirement to advise the customer of certain terms of business. At the appropriate stage of the call the agent can transfer the call to an IVR agent which will play a message and capture an 'accept' response from the client before passing the call back to a live agent.

Transfer to IVR may also be required on certain campaigns for PCI compliance where sensitive customer information must not be revealed to the agent handling the call e.g. account passwords.

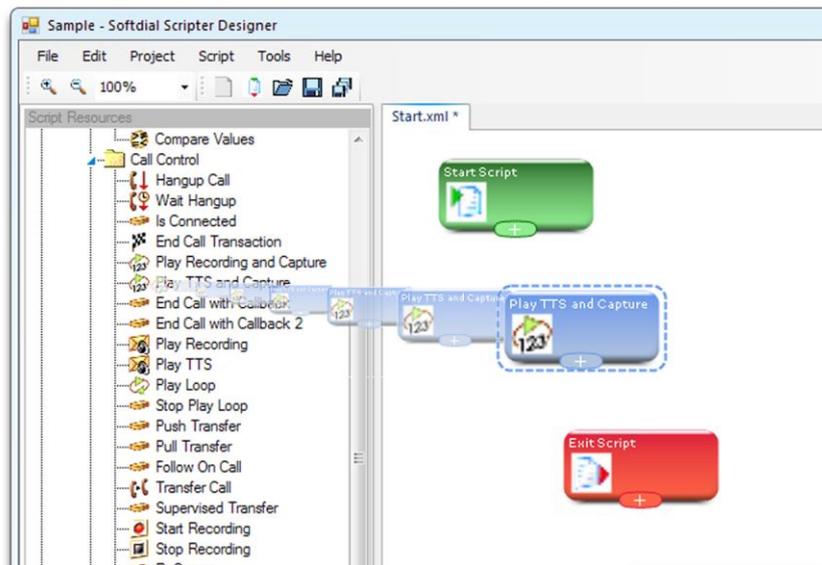


Figure 2 - Simple 'Drag and Drop' script design with Softdial Scripter™

Since 1997, Sytel Limited has supplied best-of-breed software components and full-service contact center solutions to systems integrators, VARs, ASP providers and resellers in over 50 countries across the world.

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