



SYSTEM LAYER

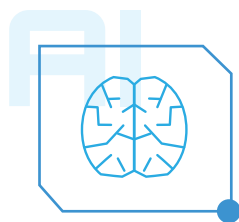
IVR, ICC, KI

Optimising the Customer Experience

In the system layer all communication channels can be linked with interactive actions that aim for an optimisation of the customer experience, e.g. the IVR (Interactive Voice Response), ICC (Interactive Call Collector), Chatbots, Self-Services or QM measures.

This all is based on cognitive computing, on which the artificial intelligence used by telerion is built on.

In the telerion end-to-end solution it is out of the system layer that feedback can be given to a caller on the expected waiting time, while at the same time he is informed on alternative contact options through which his request can be accepted and handled faster.



ARTIFICIAL INTELLIGENCE

The use of AI in customer communications enables the immediate handling of all ad-hoc queries and the efficient distribution to live agents while simultaneously maintaining effective quality standards.



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IVR

IVR – Interactive Voice Response

Our IVR module has been designed to meet the contemporary expectations of discerning customers. Conceived for centralized operation within any cloud environment, it comes with specific features for integrating and interacting with other platforms and services.

Along with its focus on operating in the cloud, telerion delivers all standard features of a traditional IVR, such as: digit selection over DTMF, voice (prompts) announcements, multilingual support, etc. and provides an enhanced set of additional and innovative features such as VoiceXML, CCXML, text to speech support, integration through SIP with virtual circuits and ACD or PBX Systems and web services.

Integration of a payment server, multilingual services or any other automated self-service application can be delivered in customized shape and with short delivery time.

telerion's IVR comes with integrated call recording and centralized data storage. One can connect at any time to monitor active calls, specific language options or also monitor specific call center agents or service representatives directly.

Main Features:

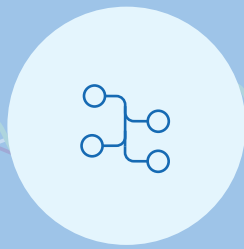
- Vectored IVR tree configuration
- Assignment of Directory numbers or directory trunks
- DMTF digit collection
- Voice recognition
- Text to Speech
- Voice Announcements
- VoiceXML compliant
- Integration with web services
- Call Recording and Storage

Integration:

- Multichannel integration through Channel Layer
- Payment server integration
- CRM Integration



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ICC

ICC – Interactive Call Collector

In addition to standard IVR (Interactive Voice Response) call processing, where callers navigate through available information by digit collection or speech recognition to eventually be connected with a live operator, the ICC feature (Interactive Call Collector) is a highly customer friendly communication channel and parallel caller qualifier.

A potential caller, who accesses information through a web page or an app, is interactively guided through the visually reproduced call flow. Here, the caller's information need is identified in detail so that he can be guided to the right section/department, without the initiating a phone call.

After successful navigation the caller can leave his contact number and is shown the estimated waiting time to receive a call back. As soon as an agent is available, the automated call back happens and the caller is connected directly to a live agent, without having to spend time in the IVR or any waiting queue.

The ICC is a mirror of the IVR, which means that any information besides visual display can be prompted/listened, selections can be made and additional information collected, (e.g. language selection, department selection, collecting name and email, etc.).

The ICC does not change the fact that the caller will be connected to the live agent on the end; it is just an alternative way of reaching the call center. The benefit is enhanced comfort for the caller, as waiting times in the queue can be bypassed.

Call centers benefit as periods with higher call volumes or staffing issues can be better handled. Not only in regards to SLA requirements, but also – and mainly – because callers are offered a highly positive customer care experience.

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