Intermedia Contact Center: Easy-IVR

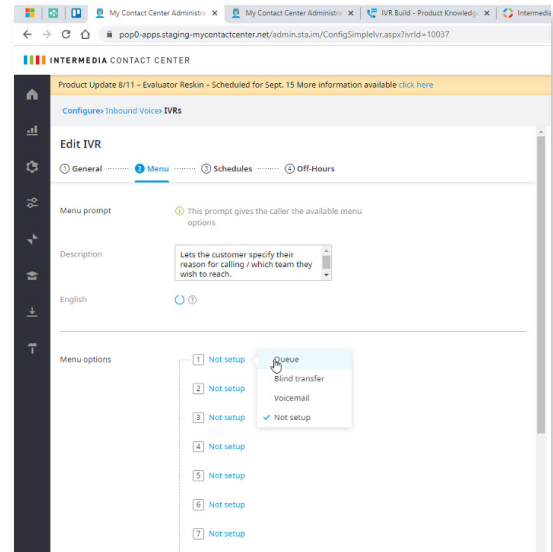## OPTIMIZE THE FLOW OF YOUR CUSTOMER INTERACTIONS, IN MINUTES.

Interactive Voice Response (IVR) systems have been around for a long time. We've all used them - when you call into a contact center, an IVR allows you to use your phone keypad and/or voice to tell the system where to route your call. When configured correctly, they can help boost sales, reduce churn, and increase customer satisfaction by enabling customer interactions to be efficiently routed, handled, and reported on.

Due to their inherent complexity, IVRs usually require specialized teams to configure them. If not deployed optimally, calls go unanswered because they're routed incorrectly, menus confuse and frustrate customers, opportunities to inform and upsell are missed, and the list goes on. Enter, Intermedia Easy-IVR.

With Easy-IVR from Intermedia, the power of building highly customized IVRs that drive business and improve customer experience is placed directly in the hands of both Channel Partners, and end-users alike. Now in as little as 5 minutes, one can either build an IVR, or enhance an existing one.

For end-users with a basic understanding of their customer call flows, Easy-IVR provides a user-friendly, wizard-based toolkit that walks you through the setup process step by step, whether designing a new IVR, or modifying an existing one.

For Partners who are interested in expanding their customer relationships beyond sales, Easy-IVR's intuitive interface and guided workflow allows them to accelerate onboarding by designing, deploying, and even supporting their customers' contact center solutions.

BENEFIT	FEATURE
Streamline and Reduce Complexity	Streamlined, step-by-step, drop-down wizard flow
	Rendered directly in your Contact Center administration portal
	Move forward or backward in workflow at any time - can revise on the fly
	Choose from pre-defined schedules
	Specify off-hours and no-agents behaviors
Save Time	Complete a basic IVR setup in as little as five minutes
	Just four main stages (General, Menus, Schedules, Off-Hours)
	Publish function makes your IVR live immediately, with no additional review or approval process
	Inline error checking: highlights issues and prompts you to address them prior to publishing
More Control and Customizability	Assign unique names to IVRs, or use auto-appended date/timestamp
	Specify languages: English, Spanish, French, German, Italian, Dutch, French
	Record and choose initial welcome prompts, menu prompts, on-hold tracks, etc.
	Choose from a selection of background music tracks
	Choose menu routing options (corresponds to caller's keypad): Queue, Blind Transfer, Voicemail

Questions? Contact Intermedia today.
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