

Reimagine Customer Self-Service with Modern IVR

Customer Service Expectations of 2017:

- Know me**
- Save me time**
- Fit into my life**
- Make me smarter**
- Make it mobile**
- Let me do it**



Innovate Your IVR with Modern Capabilities

Context Continuity

Preserve context across channels (e.g. after a dropped call, from website to IVR or from IVR to agent) so customers can pick up where they left off without having to repeat themselves.

Caller Intent Prediction

Enable the IVR to predict the caller's intent based on recent transactions (e.g. orders, tickets opened, reservations, outages in the caller's area) and provide the answer right away before presenting the full menu options.

Adapt-to-Me

Make the IVR more human-like by adapting to the caller's experience (novice vs. frequent caller), speed/pace of interaction, longevity or customer loyalty program.

Proactive Outbound Notifications

Call customers proactively with prerecorded notifications and reminders (e.g., appointment confirmations, payment reminders, outage notifications), and allow them to interact and make changes without engaging an agent.

Visual IVR

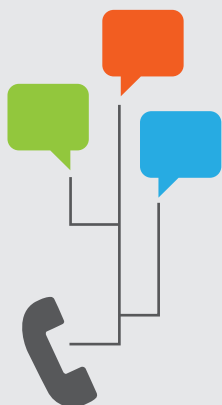
Make the IVR easier to follow by presenting visual options on a smart phone screen as mobile webpages, allowing touch-navigation through the IVR, or providing the option to enter information or make selections. Visual IVRs are useful for long or deep IVR menus and when the consumer is in noisy environments or meetings.

Text2IVR

Significantly reduce costs by allowing customers to provide information such as name and address or alphanumeric codes (such as order status tracking) to the IVR via text instead of speaking. No live agent is required to capture the information, and the caller can continue through the IVR flow based on the input received.

In-Queue Self-Service

Provide callers with the option of receiving a callback at a later time, while offering mobile self-service during their wait for an available agent. Mobile self-service can often resolve the customer's question and remove the callback from the call center's queue, further reducing costs while improving the customer experience.



Which Modern IVR Capabilities are Essential to Your Business?

Give your business a quick self-check that could yield valuable insights about your current capabilities, needs and plans for future growth. Complete the self-assessment and request your personalized report.

www.aspect.com/modern-ivr-capabilities-checklist