

# INTERACTIVE VOICE RESPONSE (IVR SOLUTION)

WITH A CLOUD - HOSTED IVR SYSTEM, YOU CAN AUTOMATE YOUR CALL CENTER AND MANAGE NUMEROUS CALLS WITHOUT ANY PROBLEM

## MANAGE LARGE CALL VOLUME

With the capacity of managing a large number of calls, you will not miss out on a single customer and improve overall customer experience.

## AUTO-ATTENDING SYSTEM

Auto-attending feature acts as a virtual receptionist, greets your customers, and transfers them to the dedicated extension according to the client's needs.

## CALL RECORDING

Every call communication is recorded in real time so that you can listen to it later and maintain quality standards.

## PERSONALIZED GREETING

The system is smart, we must say. It goes all the way to impress the clients by adding a personalized touch to the call.

## CALL STRATEGY ROUTING

You can opt for an ideal call strategy routing and choose between Sticky, Round Robin, Parallel Ring, or customized.

## API INTEGRATION

Through our API which will be integrated into your CRM, you will have access to live tracking and data will be shared with you through google sheets.

“

**IVR SERVICES  
WILL PUT A  
POSITIVE  
IMPACT ON  
YOUR CUSTOMER  
EXPERIENCE  
AND MAKE IT  
BETTER.**

”



**For your business to  
succeed, you must be  
reachable by your clients.**

**MATTERS!**

By using pre-recorded voice messages and Text to Speech technology, Interactive Voice Response (IVR) technology enables organizations to automate customer interactions in both inbound and outgoing calls. It operates on the DTMF input that the user enters. Use IVR to converse with callers and transfer them to agents as needed.