

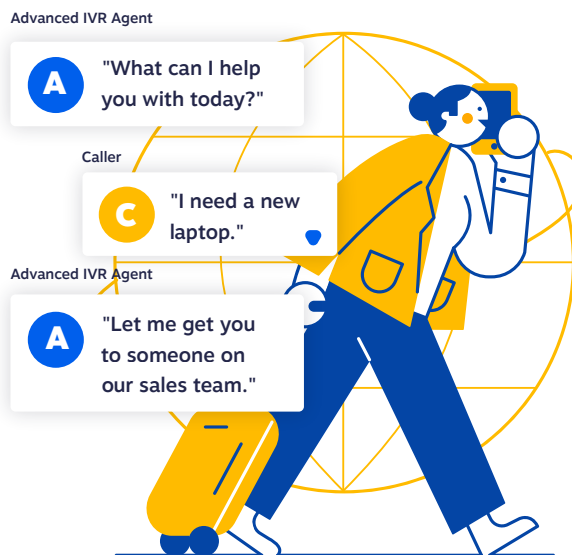
# Advanced IVR

## Free up your agents to help more callers.

Use automated agents to handle routine and repetitive transactions, so your team can spend more time on the phone.

### Broaden your voice automation capabilities

Build a custom interactive voice response system with Nextiva Advanced Interactive Voice Response. Choose from a comprehensive applications library to add multiple layers of your IVR all in one place. The capabilities range from a basic menu to an advanced voice portal that can check information and route calls based on stored or obtained data.



### Interactive Voice Response

- Improve call routing efficiency
- Reduce abandoned calls
- Collect credit card payments securely
- Optimize employee productivity
- Enhance the customer experience

### Nextiva's Advanced IVR Studio

- Create a custom IVR solution in minutes
- Turn any call flow into an outbound campaign or survey dialer
- Gather customer input and store for future use or reporting
- Capture voice recordings in the cloud (maximum five minutes)
- Pre-route calls by zip code, area code account number, and more
- Proactively identify and verify callers via PIN, SSN, DOB, biometrics, and more
- Customize templates for customer surveys, appointment setters, and more

Nextiva Advanced IVR offers powerful ways to improve customer satisfaction while optimizing productivity, streamlining processes, and ultimately increasing the bottom line.

# Enhance the caller's experience.

## Q-for-Me

Offer callers the option to request a call back instead of waiting in the queue. The system holds the caller's place in the queue (known as a waiter) until answered by an agent, who is then prompted to call the customer back (a waiter is needed for each customer who calls into the queue and requests to be called back).

- Reduce the likelihood of call abandonment
- Minimize amount of idle calls
- Customize, implement, and manage simply

Advanced IVR Agent

A

"How can I help you today?"

Caller

C

"Hi. I would like to speak to someone in billing please."

Advanced IVR Agent

A

"Sure. I will transfer you to our billing department. Have a great day!"

## Advanced IVR with conversational AI

Use conversational AI to more efficiently route calls and reduce the need for human intervention. This technology turns mundane interactions between callers and the virtual agent into more natural conversational interactions, so the caller can speak and be directed to the appropriate place.

Nextiva's Advanced IVR is a solution for any business or Call Center with high call volumes that is looking to improve the customer experience. To better serve your customers, integrate business communications with NextOS, a single platform with features that support you and your team every step of the way.