



Contact Center on Call: IVR & ADVANCED SPEECH RECOGNITION

Improve Agent Productivity and Customer Satisfaction

The features your business needs, available in a hosted solution

Your business can take full advantage of our experience in allowing significant volumes of callers to opt for automated self-service rather than live agent customer care.

Hosted IVR options include:

- DTMF and speech recognition
- Text-to-speech enabled
- Multilingual
- Professional voice talent
- Call flow design assistance
- Voice XML
- Credit card payment processing
- Reverse phone number look-up to identify callers



IVR

If your customers aren't using your interactive voice response system as much as you think they should, the solution could be as simple as upgrading your technology.

Businesses all over the world are finding that today's advanced IVR technology can:

- Improve productivity
- Increase agent utilization
- Increase operating efficiency
- Improve customer satisfaction
- Reduce costs

ICT Global Interactive offers a full range of hosted IVR solutions designed to help your customers self-serve, allowing you to handle high volumes of routine customer calls quickly, efficiently and cost-effectively. This frees your agents' time to invest sufficient one-on-one interaction support for only the more complex or high-value transactions.

ICT Global Interactive Makes it Simple

The ICT Global Interactive IVR solution is comprehensive and fully integrated with all the elements of our Contact Center on Call solution. In addition, it smoothly integrates with your other back-end applications and databases.

- There's no need to determine the number of ports required – a hosted solution automatically provides for growth

A Complete Hosted Solution

Contact Center on Call is a fully integrated hosted technology solution that includes:

- Hosted ACD
- Hosted Digital Recording & Monitoring
- Hosted IVR & Speech Recognition
- Hosted E-mail Management
- Hosted Web Chat/Collaboration

- The ICT Global Interactive hosted IVR solution is easily integrated with your databases
- No need to pay for excess capacity just to handle volume spikes
- Convenient Web-based secure reporting
- Web interface for making branching changes reduces the need for programming and accelerates modification times – all in your control
- Years of speech recognition experience to help you build efficient, effective speech applications
- Minimal set-up and programming costs

For more information on how you can use hosted IVR and other Contact Center on Call solutions to reduce your operating costs, improve customer service and boost your bottom line, call ICT Global Interactive at 800-201-1085.



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