VOXAI SOLUTIONS

Web IVR

Transform your IVR into highly collaborative web-based voice and visual mobile applications.

Enhance your customer's IVR experience with visually guided menus for better and improved customer experience outcomes.

Let's face it. Mobile phones and IVRs are not made for each other. Responding to multiple prompts requires the caller to pull the phone away from their ear to react constantly. And it is challenging if the customer is inputting complex information or having difficulties with speech recognition.

For many customer interactions, this can mean low self-service completion rates, poor customer experience, and a higher cost to the contact center through lower containment rates.

A web-based IVR is a solution to this contact center challenge. The customer first affirms they would like to input their information on the web rather than through the traditional IVR; they then receive a link and are taken to a web interface with a visual representation of the IVR.

The customer can visually navigate the prompt and enter their information organically and intuitively without disrupting the call flow.

With Genesys Intelligent Automation, organizations can continually configure, monitor, and optimize the solution to enhance CX.
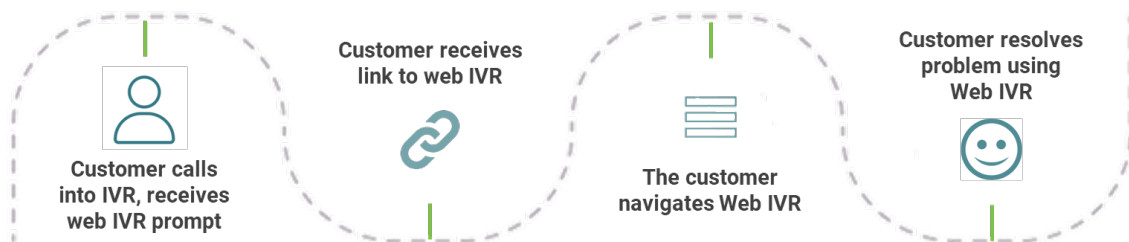
BUSINESS OUTCOMES

- Reduce call center costs

- Increase call containment rate

- Enhance customer experience

- Reduce average handle time (AHT)

- Improve First Call Resolution Rate

- Maximize digital assets

- Expedite resolution

- Seamless interaction

- Increase Sales Conversion

How Voxai Web IVR Works

Voxai Web IVR overlays rich digital media onto traditional IVR to create an interactive journey that dramatically enhances self-service capabilities and the customer experience. Moreover, callers can request a live agent for a complete contextual handoff.

Customer calls into IVR, receives web IVR prompt

Customer receives link to web IVR

The customer navigates Web IVR

Customer resolves problem using Web IVR

Many ways to launch a Web IVR interaction:

1-800 Number

Customers dialing your customer service hotline are provided the option to launch a digital interaction, on-demand and without needing to hang up.

From the Web

On the contact us webpage or strategically placed at other areas of your website, customers can contextually launch a Web IVR interaction.

From the Mobile App

Add support capabilities to your mobile app that extend far beyond what is available today rounding out the self-service story of the app.

SMS to Initiate

A Web IVR interaction can be initiated from an inbound text message. This capability is suitable for promotions.

Capabilities that grow with your business

Self-service

Empower consumers to solve customer service issues on their own with integrated Web IVR and powerful digital forms.

Omni-channel

Integrate all channels to maximize digital engagement for better customer experiences.

Highly Secured

Voxai Web IVR offers a variety of state-of-the-art authentication methods for customers using a smartphone, be it fingerprints, drawing patterns, website, or app credentials.

Intuitive UX

Offer your customers a more natural way to navigate through self-service support.

Easy channel shift

Visual aids combined with a voice channel make achieving the customers' goals quicker.

Multi-lingual

Voxai Web IVR can be deployed in any language, making the solution available for every market you cover.

Web IVR Use Cases

Product/Service Activations

Simplify the activation or registration process for products, software, and warranties.

Collections

Offer a more personalized collection process, provide improved right-party contacts, and less customer frustration.

Appointment Reminders

Appointment reminders, rescheduling, and customer feedback reduce administration time and overhead.

Billing Disputes

Facilitates the process of billing disputes, reducing customer frustration while containing inbound call volume.

Technical Support

Technical problems are challenging to report through the voice IVR. Web IVR eliminates repeat information while their call escalates to progressive tiers.

Order Status

Track the status of their order and make any changes allowed.

Voxai Web IVR - A Sample Use Case

Utilizing the strengths of omnichannel to help guide the customer to resolution can mean moving the customer from their original channel to a more efficient channel during the same interaction. Taking advantage of these channel strengths and driving the customer from voice to digital, for instance, makes for more efficient resolution and helps reduce customer effort.

In the example to the right, the customer has issues with their router. While in the IVR, they are given a text message with a link to the web IVR, containing an interactive troubleshooter to help the customer resolve the issue with their router. Featuring pictures and animations, this level of service would not be achievable through a traditional IVR or even with a live agent.

Voxai Web IVR is easing the customer journey while handling complex information requiring multiple inputs. By taking the customer to a visual interface in these instances, they can easily input information with fewer errors and navigate to resolution quicker — resulting in higher containment, improved customer satisfaction, and reduced handle times.

The above mentioned is just one of the many use cases of how Web IVR can improve the customer experience in a contact center.

Contact Voxai to discuss how you can use Web IVR in your organization.
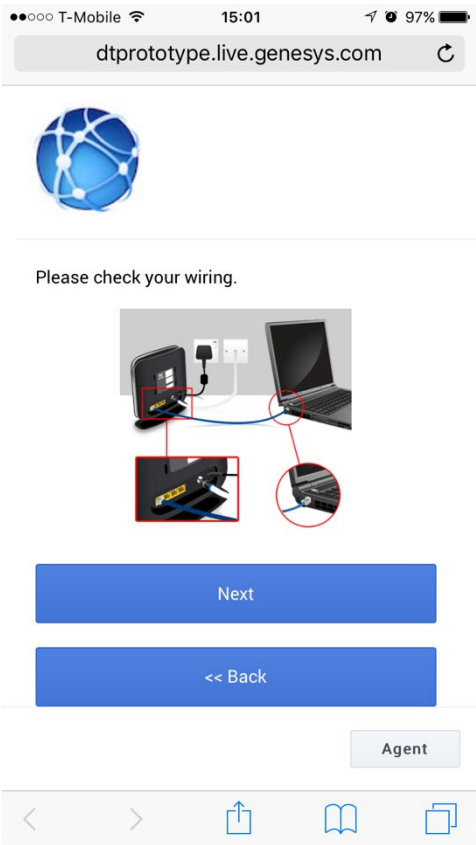
About Voxai

For more than 17 years, Voxai has been the trusted partner for customer-centric brands for architecting, implementing, and managing Contact Centers and Customer Experience (CX) solutions. We combine forces with Genesys to recreate experiences centered on a unique brand purpose that close the gap between brand promise and customer experience. With a laser focus on core purpose, we help our clients meet their customers' needs, engaging them in brand-relevant experiences and shifting the focus from cost to growth.

Our 180+ CX experts apply their passion and deep domain expertise to Manage, Transform and Enhance the CX solution lifecycle. Voxai has helped leading brands and federal agencies deliver great experiences to their customers, users, and employees. To learn more about how we help our customers deliver exceptional agent and customer experience, visit voxai.com.

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