



## IVVO PHONE SELF-SERVICE SUITE

A complete self-service picture for the customer phone call

### Phone Self-Service Designed with the Customer in Mind

Historically, call centre strategies were based around cutting costs and coming up with the most economical model for handling contact with the customers. They were not based around coming up with better customer interactions, only cheaper customer interactions.

Poorly designed legacy IVR's resulted in confusing menus that meant the caller would get locked in the system or have to repeat information. This made customers so frustrated that they not only abandon their calls, but the company as well.

At SpeechStorm, we take time upfront to help our customers consider a self-service best practice methodology, in other words, where and what self-service options best fit your multichannel customer service initiatives. We enable your customers to transact business using the phone whether it's via a simple and stand alone touch-tone service, a wider self-service blend through speech or a rich interactive experience using visual IVR. We ensure whatever self-service experience is designed with the customer in mind.

### “Customer Centric” Solutions

Our ultimate goal is to design a phone self-service experience which helps maintain existing customers, help win new ones and have competitors struggling to keep up with your innovative approach to premium customer service.

By combining the familiar Interactive Voice Response (IVR) self-service environment with speech recognition and video content utilising the capability of 3G handsets, we provide a range of options to deliver effective customer self-service that meets the needs of your callers.

### ivvo<sup>o</sup> Phone Self-Service Suite

We have responded to industry needs by developing the IVVO Phone Self-Service Suite. The IVVO Suite is made up of a blend of SMS, Touch-Tone, Speech and Interactive Voice and Video (IVVR) products that can work independently or be deployed together to create a complete, seamless self-service portfolio for customer phone calls.

Our solutions integrate market leading voice platforms and speech recognition software in-house application development and consultancy services. Designed under the mantra of “video and voice made easy”, our products hand back operational control to businesses in the form of a configurable web based Control Centre.

### SpeechStorm can help you:

- Decide on ‘best fit’ phone self-service options for your business
- Provide faster, more accurate navigation of menus
- Cut costs in your contact centre
- Improve customer experience
- Improve efficiency and streamline process
- Call qualification and right first time routing
- Reduce agent handling time without sacrificing service
- Help measure customer satisfaction
- Reduce call volumes
- Enhance Contact Centre Security

# SpeechStorm. A revolution in simplicity.



- **Outbound** - Make speech-automated outbound calls such as appointment confirmations, payment reminders and status updates.
- **Specialist** - Custom applications that are tailored to your exact requirements.

## IVVO visual IVR: Mobile Interactivity for an Enhanced Customer Experience



Interactive Voice and Video (IVVR) otherwise known as Visual IVR adds a new multimodal dimension to the caller experience. Not only does the caller hear traditional IVR voice menus, but they can now see menu choices to expedite the call. The user interacts with a real-time video stream by pressing DTMF buttons on his terminal (typically a mobile handset) or speaking an answer.

Additionally, the video display can be used to efficiently present information that is difficult to handle solely through voice, such as presenting a mini-statement, displaying

cinema or transport times or presenting a map of a location. This allows the caller to get a **more efficient user experience** and can significantly reduce call times for the service operator.

## IVVO speech applications: Like having your best agents on duty 24/7



IVVO speech applications manage both inbound and outbound customer calls for your business. These speech applications are designed to work stand alone, or dovetail into other applications in your current technology environment as required.

Whether it's assisting call routing or customer segmentation, making bill payments, providing the status of an order or making a debt collection call, IVVO speech applications enable callers to access information 24/7 with a consistent and friendly approach designed to compliment your brand values at a fraction of the cost of your live agents.

The IVVO speech application categories include:

- **Agent Assist** - to assist callers reach their required resource or destination with the minimum of fuss, while reducing agent call handling time and capturing standard information before connection to an agent. These include Operator, Store Locator, Security identification & Intelligent Router.
- **100% Self-service** - Capable of delivering 100% self-service to the caller to help them gain or leave valuable information such as account balance, pay a bill, stock checks and real-time information delivery.

## Try the demos for yourself

Remember you need a 3G phone and don't forget to press the video button!



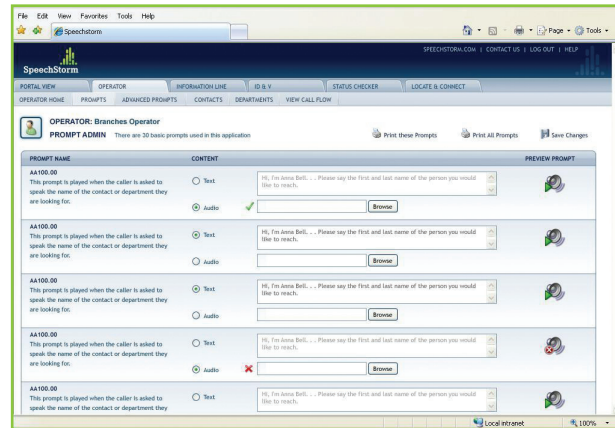
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- Video Brochure**
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- Video Mobile Top Up**
- +44 (0) 28 9057 2074
- Video Push**
- +44(0) 28 9057 2075
- ViAir Check In**
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## IVVO Control Centre: Self-management, no inflexible silos of technology

Up until now, legacy IVR applications have been deployed on proprietary IVR platforms making them prohibitively expensive and difficult to maintain. Through our experience, we recognise this as one of the common barriers in building future proof phone self-service solutions. As a result, we have developed an easy to use web console, the IVVO Control Centre, that provides you with powerful system management, administration, and analysis capabilities designed to address your specific requirements as changing caller patterns emerge.

Administrators and operators of the Control Centre can make real time changes, efficiently monitor performance and maintain all aspects of the applications to help ensure the highest levels of service availability and customer usability.

SpeechStorm applications are developed using open-standards Voice XML, an industry endorsed standard created to help leverage your existing web infrastructure. Our IVVO Foundation is the underlying framework that supports all SpeechStorm products and allows our unique web-based console to be tightly integrated with the applications.



Dashboard view of one of the IVVO speech applications

### **Delivered faster, risk free**

Our phone self service solutions are already helping many organisations and because they are based on flexible and reusable logic, we can guarantee fast deployment times at a lower risk either installed on your premises or provided as a hosted service.

### **Great performance, always available**

In addition to full self-service, our applications can assist organisations to manage volume spikes without faltering on performance levels. In fact, we manage overflow and seasonal peaks for many of our clients and assist them to maintain the highest levels of customer satisfaction for their business.

Our hosted speech self-service applications provide you with ultimate flexibility. You can 'switch' them on as you need, whether it's for a seasonal peak in your call volume, unexpected spikes and emergencies without having to worry about huge increase in operational expense.

### **Satisfied customers**

What does this mean for your callers? They get 24/7 access to information without having to wait on hold for a live agent, or listen to 'your call is important to us' on a continual loop.

Visual IVR further enhances the user experience by allowing the caller to interact with a real-time video stream using touch-tone or speech recognition. This allows the caller to get a more efficient user experience and can significantly reduce call times to your service operators.

### **Outbound Courtesy Calls: Gaining the competitive service edge**

To compliment your existing operation, our outbound solutions are an ideal way to enable your contact centre to provide a proactive service for their customers at a fraction of the cost. Delivered via a speech-enabled outbound call or a video "push" call, now you can start to proactively call your customers before they need to call you.

Examples of speech enabled calls include consumer surveys, debt reminders, appointment confirmations and service updates as well as revenue-generating services such as sales pre-qualification and debt recovery. Video "push" campaigns are an ideal way of marketing a company's product and services as well as provide a way to enhance technical support calls.

## Jump Start with SpeechStorm Consulting



Our professional services organisation delivers a comprehensive set of consulting services that apply proven best practices and industry-leading expertise in the delivery of phone self-service solutions.

For contact centre's looking to strengthen their telephone based authentication methods, SpeechStorm provides full security solutions and services combining sophisticated speech applications with the latest in voice biometric technology.

## Award winning solutions working across industries

Our award winning solutions speak for themselves having won five separate industry awards in the last 3 years. From solutions for retail and government, through to financial services and utilities, our self-service deployments deliver real and quantifiable business benefits to our contact centre customers and provide daily service improvement to millions of their end-users.

## About us

SpeechStorm specialises in self-service solutions that manage customer interactions over the phone. The SpeechStorm portfolio provides a combination of best-fit solutions to give customers the service they want; whether Touch-Tone, SMS, Video or Voice. SpeechStorm transforms the simple phone into a rich interactive tool for accessing content, finding information and interacting with an organisation to fulfil customer requests and optimise customer care goals.

SpeechStorm employs many of the UK's leading speech and video IVR specialists, focusing on delivering complete end-to-end solutions, from user interface and application design, to coding, testing and post deployment tuning.

Backed by a professional services capability of more than 250 consultants, SpeechStorm is part of Kainos Software Ltd, a leading IT consulting and Systems Integrator.

For over 20 years Kainos has been deploying and supporting critical customer interaction solutions giving SpeechStorm distinctive edge over most speech specialists.

## What now?

Congratulations, you've made the first steps towards realising the benefits that SpeechStorm solutions can bring to your contact centre. Now may we suggest you make that second step with us by booking a meeting. We know there are many areas where we can help your business future-proof your customer offering, so please don't hesitate to send us an email or give us a call.

Customers already benefiting from SpeechStorm self-service solutions:



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