



## Intelligent Router

Ensuring callers reach their required destination in the minimum amount of time



### What does it do?

Part of the IVVO product set, Intelligent Router is a speech application that qualifies the purpose of the call and directs the caller to their required resource. It does this by asking the caller one or multiple questions (for example, what would you like to do today?) and depending on their response routes them accordingly.

### Features

- Automates the initial 'qualifying' questions, freeing up valuable agent time
- Can be combined with other applications, such as Payment Manager, to build a complete self-service solution
- Can handle multiple messages and questions in a single call
- Provides the caller the ability to use both speech and touch-tone
- Eliminates complex and lengthy menu structures



#### HOW WILL IT BENEFIT MY CONTACT CENTRE?



- Improvement in call routing function
- Assists organisations migrate touchtone IVR to intelligent speech routing
- Consistent & fully-branded professional call experience



#### HOW WILL MY CUSTOMERS BENEFIT?



- Improves caller experience by quicker access to information and removing lengthy menu structures
- "Always on" availability allows callers to call 24/7
- More natural, conversational experience

"Offering speech to a random cross section of our customer base and then checking their satisfaction levels is a very independent and true yard-stick by which to measure its success and we have been delighted by the overwhelmingly positive feedback our customers have given to the new service"

**Ian Hammerton,**  
Contact Centre Manager,  
National Blood Service

Customers already benefiting from 100% self-service applications include:





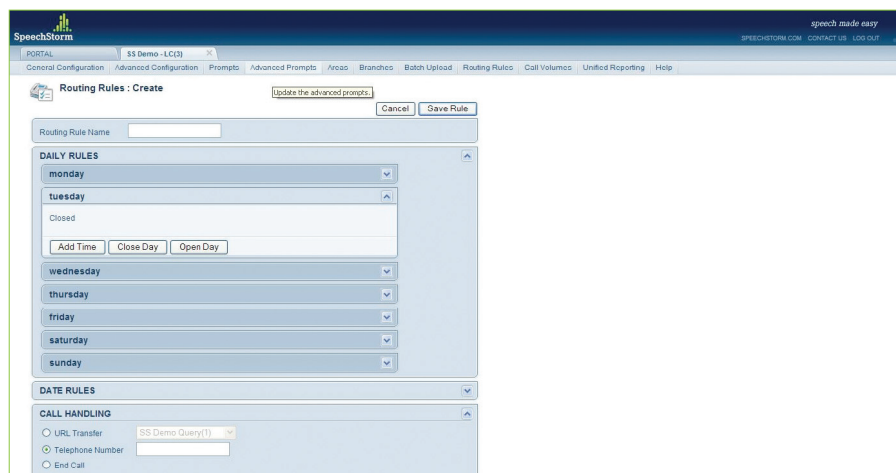
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### IVVO Control Centre: Self-management, no inflexible silos of technology

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, SpeechStorm provides an easy to use web-based management console to administer Intelligent Router, the IVVO Control Centre which gives you powerful system management, administration and reporting capabilities.

SpeechStorm speech applications are developed using open-standards Voice XML, an industry endorsed standard that leverages your existing web infrastructure. The IVVO Platform provides an underlying secure framework that supports all SpeechStorm products and applications, allowing a unique web-based management console to be tightly integrated to our market-leading solutions.



### Deployment Options:

Intelligent Router is a speech recognition application within the IVVO Speech Suite. All of our applications are available either as On premise or Hosted. Hosted includes capabilities for a fully managed service, transactional capacity or minute based pricing models.

### About SpeechStorm:

SpeechStorm specialises in self-service solutions that manage customer interactions over the phone. The SpeechStorm portfolio provides a combination of best-fit solutions that 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.

### Demo

Visit our website and click on [Demos and Downloads](#)

### Other Products You Might Be Interested In:

- 100% Self-Service Applications
- Outbound Speech Applications
- Video IVR
- Voice Biometrics