



# Interactive Outbound Notifier

A proactive way to reach your callers at a fraction of the cost



## What does it do?

Part of IVVO product set, Interactive Outbound Notifier is a speech application which makes personalised and timely calls to your customers.

It can make simple outbound notifications such as payment reminders and also interacts with your customers to instigate and complete transactions such as insurance policy renewal notifications, appointment confirmations and questionnaires. Depending on the nature of the call the application can either complete the call without agent intervention or pass the call onto an agent for a closed loop transaction.

## Features

- Audio playback or text-to-speech
- Personalised contacts to mobile and landline
- Detection of tax, answering machines and voice mail
- Links to SMS gateways for text messaging
- Create call flows as required
- Easy administration facility via a web based control centre which allows your staff to make real time changes, efficiently monitor performance and maintain all aspects of the speech applications



### HOW WILL IT BENEFIT MY CONTACT CENTRE?



- Easily control exactly who is called and when
- Avoids peak call bottlenecks as part of a call prevention or avoidance strategy
- Provides a fully proactive solution at a fraction of the cost of live agents
- Creates a personalised and friendly extension to customer services
- Frees contact centre agents to focus on other customer service queries
- Internal users are empowered with a simple web management console



### HOW WILL MY CUSTOMERS BENEFIT?



- Customers receive timely reminders about payments, deliveries or appointments...at a time that suits them
- Consistent & fully-branded call experience
- Reduced waiting time for call to get answered
- Quicker navigation of menus
- Single contact number for all queries
- Direct calls to the correct area of the organisation to deal with their query

“Outbound Communications now play a key role in cost effective customer service enhancement strategies as they deliver a positive, personal and proactive service and increase goodwill among customers.”

**Oliver Lennon, CEO, SpeechStorm**

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





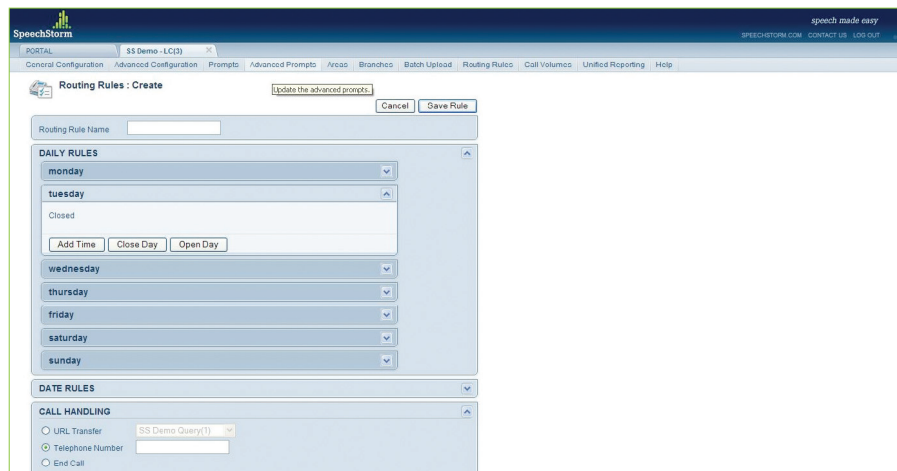
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### IVVO Control Centre: Self-management, no inflexible silos of technology

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 Interactive Outbound Notifier, 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:

Interactive Outbound Notifier 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.

### Potential Uses

- Payment of debt reminders
- Appointment and delivery reminders
- Telemarketing prequalification
- Proactive messaging
- Balance Notifications

### Demo

Visit our website and click on **Demos and Downloads**

### Other Products You Might Be Interested In:

- Agent Assist Speech Applications
- 100% Self-Service Applications
- Video IVR
- Voice Biometrics