



OpEx

Hosted Telephony Services

**In - Network
Telecom Services**

IVR Self-Service

Automating business processes to speed up customer handling

Working in the Network

OPEX hosted IVR services can automate a wide variety of business processes to speed up customer handling whilst providing a more complete service at lower cost. All OPEX hosted IVR services are offered as standard 'off-the-shelf' solutions or customised to suit particular business needs.

When a finalised self-service model is put into use, your customers will have the ability to give instructions or receive services by either speaking to the system or using the touch-tone keypad.

OPEX has vast experience of building both large-scale and complex IVR applications, which integrate into many different specialised business applications, these include:

Overflow Services - IVR for High Volume Call Traffic - For environments where large volumes of calls are received or unpredictable demand levels can overstretch resources, OPEX offers an 'Overflow Service'.

Disaster Recovery - Automatic Route-on-Failure - Despite careful planning unforeseen circumstances do cause telephone lines to go down. OPEX Self-Service IVR offers an automatic disaster recovery re-route service.

Customer Satisfaction Surveys - A service facilitating immediate customer feedback which then automatically scores the content and ensures results are available for scrutiny and action as soon as the customer hangs up.

Credit Card Payments/Data Capture - A facility which takes credit card payments over the telephone using automated scripts and integrating into customer data. Passwords can be set up so that complete security is offered to customers. Any type of data can be captured with this solution and automatically routed into a business database.

Benefits

- Capture sales opportunities that would otherwise be lost
- Service calls can be processed without delay
- Access to powerful reporting tools to guide marketing strategy
- Professional advice on set-up and full 24/7 support

OPEX provides 'network based' IVR Self-Service with the added advantage of being able to combine it with all the other OPEX 'in-network' services to establish a fully integrated telephony suite.

If you want to find out more about this product, contact salesmanager@opexhosting.com or call 020 8326 8326.



In - Network Telecom Services

OPEX Hosting Technology

Dedicated to supplying next generation hosted telephony solutions

Key Applications

Working in the Network

- **Call Recording**

Secure call recording of all landline and mobile communications.

- Dispute Resolution
- Agent Quality Monitoring

- **Predictive Dialling**

OFCOM compliant dialling platform, boosting 'talk-time' to 75% or more.

- **Dynamic Call Routing**

Automatically re-route calls when the situation demands it.

- Overload Capacity
- ACD Functions
- Disaster Recovery

- **Dynamic CLI Presentation**

Present a specific number to all callers so that return calls are handled by the right people.

- **IVR Self-Service**

Facilitate overflow services to speed up customer handling and assist in workload handling.

- Overflow Services
- Disaster Recovery
- Customer Satisfaction Surveys
- Credit Card Payments / Data Capture

- **Mobile to Mobile Call Recording**

Record the mobile phones of field and home workers.

- **Controller Workstation Capture**

Provide a post-event audit of all actions and situation interactions.

Visit us at www.opexhosting.co.uk

020 8326 8326
Call for a demonstration

