Next Generation WebIVR

Add a new voice-over-web channel to your call center.

ProIDS

ProIDS NG WebIVR provides a completely new, intuitive web-based communication channel for reaching the appropriate call center agent in seconds.

NG WEBIVR GREATLY IMPROVES USER EXPERIENCE BY ADDING ON A WEB PAGE AN EFFECTIVE SYSTEM OF VISUAL OPTIONS TO CHOOSE FROM, COMBINED WITH CLICK TO CALL FEATURE TO CONNECT TO PROPER CALL CENTER AGENT.

EXISTING CALL CENTER CHANNELS

Most businesses provide phone hotlines to their customers, allowing them to dial-in and contact the company to enquire about offered services or products. Such interactions are handled by a Call Center where agents supported by Customer Relationship Management (CRM) software process customer requests. Contact with Call Center is often the first experience customers have with a company, influencing their overall satisfaction level. In typical call centers the interaction over the phone is facilitated by an Interactive Voice Response (IVR) – an automated telephone system presenting customers a navigable, voice-based menu to be used to select the desired conversation topic. Only after choosing relevant options customer can access the right consultant.

CHALLENGES OF PRESENT SOLUTIONS

From customers' perspective interaction with a call center via IVR is uncomfortable, non- intuitive, time consuming, error prone and unsecure. Waiting time spent to reach the appropriate agent is often quite substantial and creates a negative perception of the overall customer experience. Existing, complicated IVRs are customers' most disliked aspect of the whole chain of contacting a person who can help. Yet they exists in more than 60% of the call centers.

NG WEBIVR SOLUTION

ProIDS **Next Generation WebIVR** solves real issues experienced by customers.

As a call center customer have you ever experienced any of the following?

- Got redirected from consultant to consultant, from department to department?
- Spent lot of time spelling your last name or employee ID or bank account details?
- Faced problems explaining current location?
- Stumbled into language barriers?

Same as millions of customers around the world you would choose a better way to contact a call center if available.

NG WebIVR delivers a solution and addresses those challenges by providing a completely new, intuitive web-based communication channel for reaching the appropriate call center agent from PCs, tablets and mobile phones in seconds.

Combination of web interface with voice provides excellent improvement to overall service satisfaction coming with costs reduction and better security.

VALUE PROPOSITION

Customer experience improvements

- Simple and intuitive graphical user interface combined with IP voice (video) communication
- Direct connection with relevant agent
- Consultants and call queue status visible in advance
- Free over-the-web calls
- Automated authentication in the background

Cost savings due to better agent time utilization – pre-collection of customer information

- Collected information about customer case
- Consultant reached only by relevant callers
- Reduced IVR licenses

Information security

- Authentication and identification
- Secure IP communication channel

Language barriers reduced to minimum

Flexible and fully customizable customer front-end integration – embedding and adaptation in any existing web portal

KEY USABILITY FEATURES

- **Fully web-based solution** – a customer needs only a web-browser to reach the call center (tablets and mobile browsers are also supported). And it is free to call!

- **Visual selection of conversation topic** – a customer navigates to desired subject by choosing it from a graphical menu on a web page. It is so easy!

- **Voice calls directly from web browser** – no need to install additional applications or plugins. Just click and call!

- **Customer identification and authentication** – authentication credentials entered on the web page are presented to call center agent. No additional validation needed!

- **Passing textual information to agent** – customer can type on the web page – the information will be sent to CRM. Multiple possibilities are available – from simple text input up to complex questionnaires or polls. Minimize language barriers!

- **Call queue / agent status indication** – availability of agents is shown visually – green dot means free agents are waiting for a call. Surprised?

- **Minimum costs** – easy and fast integration with existing call center infrastructure. Investment costs close to zero!

"For many years the way of calling customer support remained unchanged, NG WebIVR brings the much needed evolution to old fashion call center contacts."
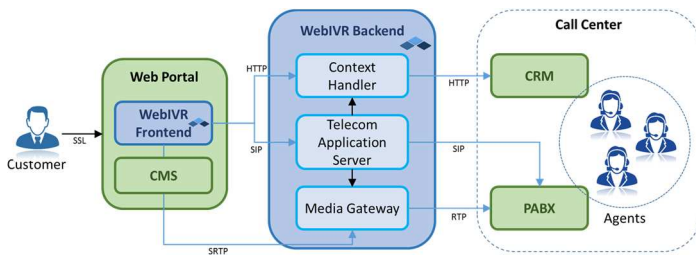
IREK NOWAK, PROIDS CEO

PROIDS WEBIVR SOLUTION CONSISTS OF TWO MAIN COMPONENTS:

WEBIVR FRONTEND – a web-based graphical client, embedded on the Web Portal of the enterprise accessed by customers.

WEBIVR BACKEND – consists of the application implementing WebIVR business logic and telecommunication components needed to establish voice calls from browser to call centers.

Integrate. Launch. Benefit.

PRODUCT-RELATED SERVICES

- Consultancy
- Integration and customization of WebIVR solution with your existing Call Center infrastructure
- Training – regular and custom trainings available
- Support – We provide 24x7, personalized support and maintenance to our customers and partners around the world
- Turnkey projects for small and medium size call centers

ABOUT PROIDS

ProIDS has extensive expertise in Telecommunication sector, operating internationally. We have customers in: Switzerland, Norway, Greece, Poland, Czech Republic, UAE and UK. Cutting-edge solutions we provide are backed up by wide competencies of our team and a dedicated 24x7 support organization.

Our focus are evolving Telecom systems in the Cloud, such as Service Delivery Platforms, Next Generation Intelligent Networks, Fixed-Mobile Convergence Enablers, Service Brokers, VAS cloud platforms and IMS.

SAMPLE APPLICATIONS

NG WebIVR can be used by any business which offers its customers the possibility to dial-in and provides a website in order to handle matters of interest. For example:

- TV provider – sales and help-desk
- Banking sales department
- Retail customer support
- Travel agency sales
- Public administration, hospitals
- Corporate IT

The list is endless.

TECHNICAL ADVANTAGES

- Flexible deployment options: Cloud hosting or In-house setup
- Scalability – initial solution can be scaled up to match increasing traffic
- Backwards-compatibility – WebIVR introduces a new call center access channel – all existing channels can remain available
- Import of IVR menus – existing voice menus from legacy IVRs can be imported to WebIVR

ProIDS offers a broad range of products and services in Information and Communication Technology domain.

Contact us for a product demonstration.

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