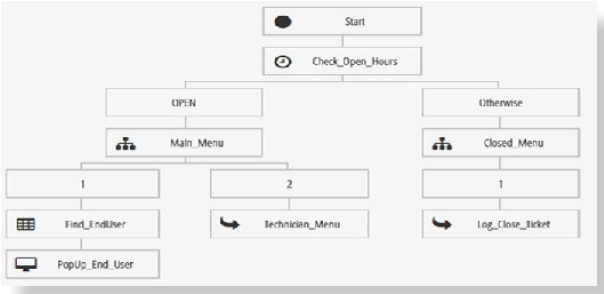
EVOLVE IP
WORK ANYWHERE™

DATA SHEET

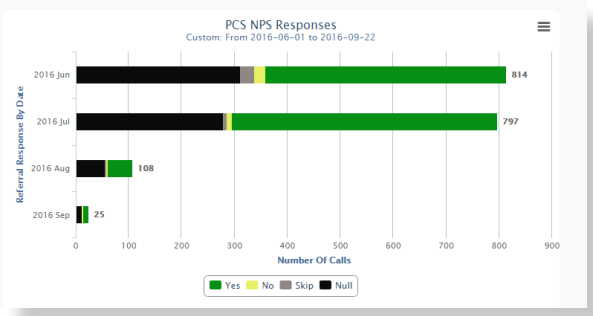
Cloud IVR

Evolve IP's Interactive Voice Response (IVR) reduces cost per call while dramatically increasing productivity and improving customer service. Simple to design and even easier for callers to use, the Cloud IVR is delivered through easily customized pre-built scripts that deliver the exact call flows and features you need.

Evolve IP's IVR platform gives you the ability to deploy sophisticated call flows via an intuitive graphic design studio that meets your exact needs.



Make real-time changes from any Internet browser



Easily evaluate the success of your voice automation

Your call center needs to strike a tricky balance. On one side, you need to provide excellent customer service to drive more revenue and retain current customers. On the other, you must ensure your team is servicing as many customers as efficiently and cost-effectively as possible.

Evolve IP's Cloud IVR provides call centers with a higher level of customer interactivity and data driven decision making. This enables call centers to deploy a wide range of self-service and outbound dialing features ultimately freeing up your agents to focus on more complex requests and customers requiring a higher touch.

Evolve IP's IVR platform can quickly be deployed for common call flows and retains the flexibility to be customized for your organization's specific business needs. Here are a few common applications used by IVR customers:

- Post Call Survey: provide inbound or outbound call surveys to understand the satisfaction of your customers.
- Appointment Reminder/Notify: deliver an automated outbound call triggered by an update in a customer record (e.g. transaction status change or upcoming appointments).
- Speech Auto Attendant: offer a speech "receptionist" to route callers to the proper team or department.
- Data-Driven Routing: deliver prioritized calls to the proper destination based upon the customer's transaction status or account value.

Evolve IP's IVR features include:

- Speech and Text Options: provides Automatic Speech Recognition (ASR) and Text to Speech (TTS) capabilities that allow callers to get help when they need it, without having to sift through complex or frustrating call trees.
- Robust Reporting: allows managers to better understand the caller's experience and the success of the voice automation. Summary reporting provides clear visibility into the application's performance while capturing each caller's unique experience to empower the call center leadership with additional insights.

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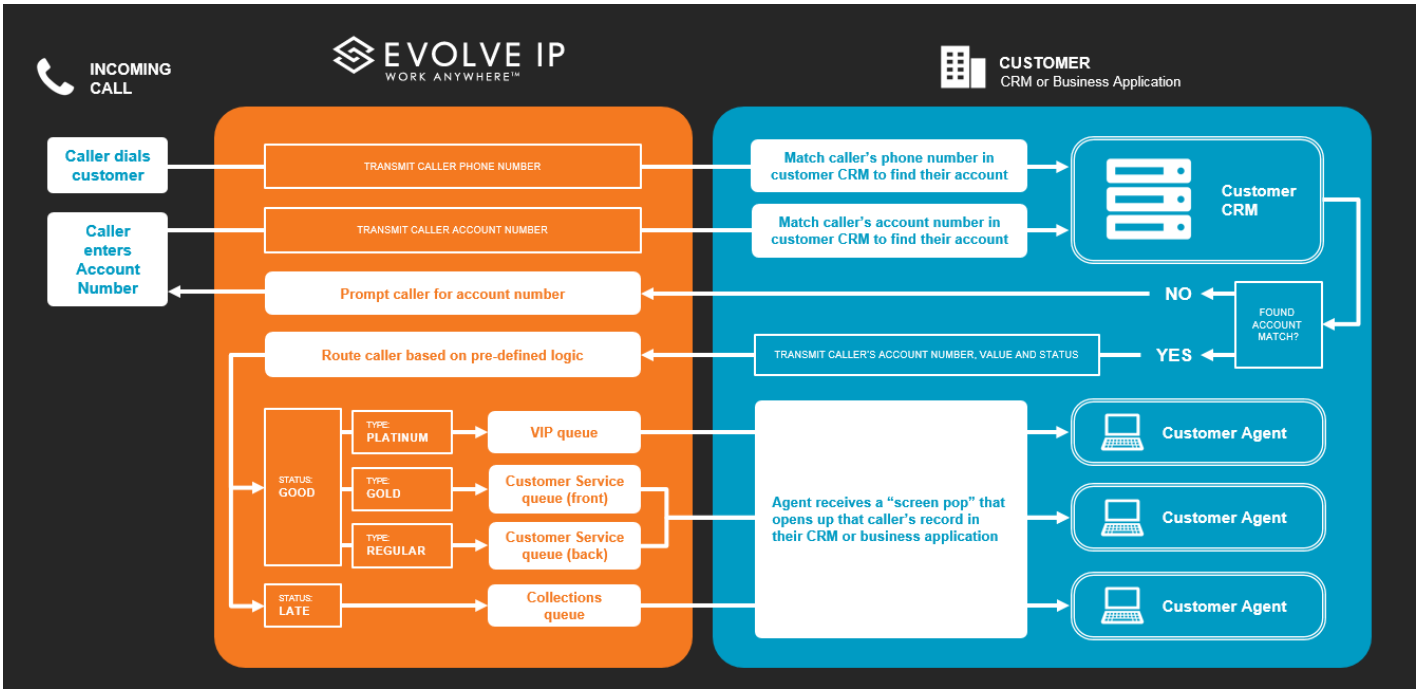
- CRM and Database Connectivity: integrate call flows easily with your business application or CRM system. Upload customer data for customer and account "lookups" or engage real-time integration to web-accessible business applications.
- Self-Service Applications: allow caller to check the status of their account or transaction 24×7 through speech or touch-tone interactions. Authenticate and identify callers to provide personalized service.
- Visual Design Studio: build complex and powerful call flows using a visual and intuitive call flow design tool.

Evolve IP's IVR benefits:

The Cloud IVR is managed and supported by Evolve IP, regardless of who delivers the connections to your office. This ensures your business can access its critical cloud-based resources whenever they are needed.

- Lower Cost per Call: automates common inbound and outbound transactions and processes to reduce agent call volume and labor cost.
- Drive Agent Productivity: leverages data driven routing and CRM integration to ensure the right agents are focused on just the right calls and outcomes.
- Increase Customer Satisfaction: provides customers with an efficient and easy way to quickly get the answer they need.
- Pre-integrated with Evolve IP's hosted PBX and Call Center: faster deployment time eliminates complex integration projects and hidden costs.
- Pre-built Templates: includes essential templates providing for the rapid deployment of call flows.
- Built-in Disaster Recovery and Continuity Features: leverages Evolve IP's award-winning, redundant cloud platform to ensure your application keeps running regardless of what happens at your physical location.
- Control: accessed via an easy to use web interface, providing point and click control.



Data Driven Routing Empowers the Optimal Caller Experience