

INTERACTIVE VOICE RESPONSE

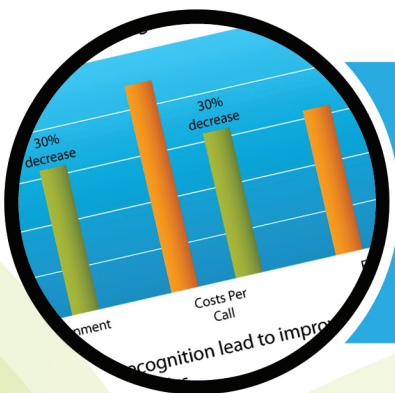
Interactive Voice Response (IVR) or self-service telephony is an incredibly cost-effective and customer-focused technology, which allows callers to dial-in and interact with an organization in an automated environment. IVR systems have become an inevitable part of the Customer Service Centers, Call Centers of companies who seeks to improve their service and reduce costs. Our IVR system enables to handle high call volumes whereas reduce human intervention on these calls.

Personal touch to the calls is possible by Customer caller id identification and interactive call handling, by detecting key pad inputs, which are customizable. Customers can be prioritized and handled quickly by the system and also allowed to reach the right agent every time.



- Highly cost-effective customer service platform
- Simple and fast to deploy
- Multiple call handling
- No waiting time
- Customised menus and messages in IVR

- Supports Text to Speech
- DTMF Recognition
- Compatible and extendable to Asterisk/ FreePBX / Twilio
- Expandable to Customer survey system
- Expandable to Ticketing System / OTRS



- Expandable to Campaign / Queue management
- Voicemail facility after office hours
- CRM / Database integration possible
- Graphical reports and statistics generation

For demo/enquiries about the product please reach us on **91 484 4016369** or email at contact@pumexinfotech.com

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