



## KEY FEATURES

- Dynamic and personalized interaction
- Custom call routing and data management
- Easy upgrade capability
- Queue escape/leave message option
- Connects to Communications Server via SIP extensions or use as a stand-alone solution via SIP trunks

# INTERACTIVE VOICE RESPONSE

## APPLICATION SOFTWARE

Interactive Voice Response is the ideal solution for organizations looking to reap the proven benefits of an intelligent call routing and/or voice/touch response system. This robust software lets your callers interact with your system by pressing touch-tone numbers on a telephone keypad or using voice commands in response to computer voice prompts. It's a simple, intelligent solution that quickly routes your callers to their desired party without tying up your staff. You'll maximize call efficiencies while providing your customers with a higher level of service. Caller identification and segmentation are improved, large-call volume bottlenecks are alleviated and urgent calls can quickly be routed to a live voice.

