

Are you PREPARED to give your IVR a BOOST

Turn your IVR automation from PAINS to GAINS

THE PROBLEM

Low Authentication Accuracy



THE BOOST



Lift in authentication rates



Improved Authentication resulting in \$5.6-\$14 M in savings

Enable more efficient call center engagement that lowers costs while increasing customer satisfaction.

HOW TO BOOST

- Use a robust CRM (Customer Relationship Manager) tool with multiple phone numbers
- Use third party databases to improve ID rates that can match phones to addresses
- Dynamically associate a customer's phone number to their account when the phone number is not present in the billing system by using an ANI (Automatic Number Identification) learning database to keep track of different phone numbers

THE PROBLEM

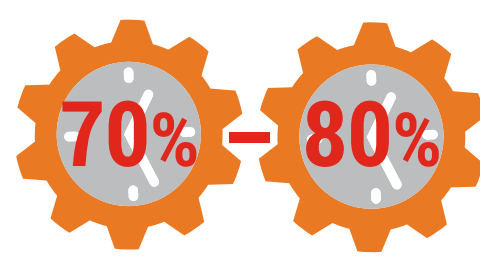
High Repeat Callers



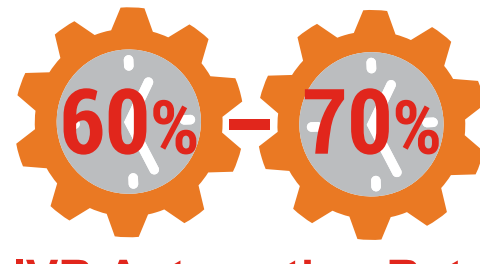
THE BOOST



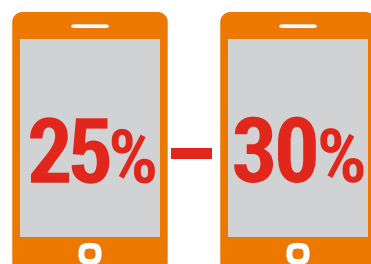
Decrease using SMS payment confirmations



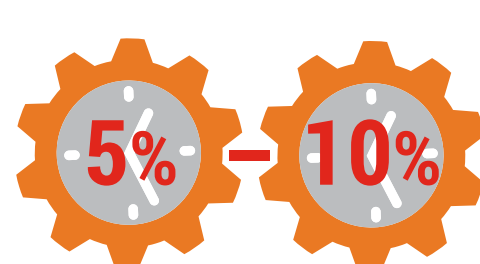
IVR Automation Rate when the option for password reset via SMS was offered



IVR Automation Rate when a SMS link for web or video bill review was offered



Acceptance Rate of proactive (automated) alerts, eliminating future calls by effected utility outage customers



Improved Automation by sending a same day appointment reminder, compared to announcing the appointment is confirmed

SMS and outbound IVR integration is a key lever to pull

HOW TO BOOST

- Use multi-channel interactions (e.g. SMS) to deflect calls
- Regular speech tuning to improve first call resolution
- Improve self-service on your web-site
- Agent training

THE PROBLEM

Low Task Completion Rates



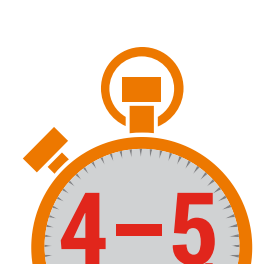
THE BOOST



Automation in sports package ordering



Automation in promis to pay



Reduction on every call with a personalized IVR language selection



Automation in scheduling truck rolls

HOW TO BOOST

- Payments:**
- Store past payment methods
 - Accept multiple payment methods
 - User friendly interface
- Tech & Appointments:**
- Integration into client systems so tasks like, modem resets can be performed (FAQ's can only help so much).
 - This is generally the lowest containment area across the board.

THE PROBLEM

Low Containment



THE BOOST



Improvement in overall containment



Reduction in IVR ALC



Reduction in repeat calls

Healthy Containment (Automation) vs. Unhealthy Containment (short calls, navigational hang-ups, etc.)

HOW TO BOOST

- Consider a natural language main menu
- Call flow evaluation
- Usability studies
- Increase self-service functions
- Integration with client CRM
- Repeat transfer root cause analysis