



Inbound and Outbound IVR Services by NuVoxx



Voice Blasting

Voice Blasting is an outbound IVR service which allows you to share valuable information with any number of customers, employees or contacts. Load your list of recipients and schedule when to release your pre-recorded message. Whether you are sending an emergency alert, or taking a proactive IVR approach by notifying clients of changes, or sending an internal memo, Voice Blasting allows you to do so efficiently and effectively.

Use Cases

- Keep customers informed when services are disrupted, effectively reducing incoming calls
- Notify customers of unpaid invoices
- Remind customers of appointments with the option to connect with an agent to reschedule
- Inform customers of new products, promotions or services
- Notify customers immediately of any fraudulent activity and allow customers to respond
- Confirm upcoming appointments with your customers and offer a chance to reschedule if needed
- Employee roll call - request employees to come in for a shift for an emergency situation



Queue Callback

By utilizing Queue Estimated Wait Duration and Queue Callback, your customers will be provided with the option to wait for an agent or receive a call back when the line becomes available. By choosing the Queue Callback option, your customers eliminate one of the main triggers for dissatisfaction – long wait times. This enables your agents to focus on improving overall customer satisfaction, instead of having to apologize and manage the frustration of your customers.

Get in touch with us today to learn more about our IVR Solutions!

www.NuVoxx.ca | Sales@NuVoxx.ca | +1 888-968-8699

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Self Service

A well-scripted IVR, tailored around customer self-service, can be beneficial for your customers, your agents, and your bottom line. Self-service IVR provides around the clock support to your customers, from peak queue hours to holidays. Frequent calls for simple requests take up agent time and can often be monotonous. By allowing customers to handle certain requests, you give your agents the opportunity to take care of the more complex calls.

Use Cases

- Allow customers to check account balances and process payments without speaking to a live agent, significantly reducing incoming calls and operational costs
- Make account changes
- Look up package tracking information



Look Ahead Routing

Look-ahead Routing uses our advanced SIP Trunking services to improve your overall ability to handle large call volumes. Look-ahead Routing gives your system the ability to evaluate phone line circumstances before placing a call in a specific queue. It is critical for not congesting primary queues, and it improves customer experiences by optimizing call deliveries.



Network Queue

The number of lines and agents you have available at any one time may not be enough to handle an unexpected spike in call volume. Network Queue expands your existing queue by placing customers in a virtual queue, before being transferred to your existing contact centre. By using Network Queue, you eliminate the need for expensive and often unused additional infrastructure.

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Customer Surveys

NuVoxx's on-demand telephone customer satisfaction survey (CSAT) service captures valuable, first-hand feedback from your customers and clients after every interaction. Find out whether your customers received appropriate help from support teams, were satisfied with your product/service, and more. CSAT surveys improve customer retention, maximize long-term loyalty and minimize customer churn, allowing your business to live up to its full potential.

Use Cases

- Receive valuable feedback after customer interactions with customer services or sales representatives
- Utilize data to reveal areas for improvement and increase positive customer experiences
- Look up package tracking Get valuable feedback on your products or services



Load Testing

Relying on in-house testing to predict acceptable performance often leads to miscalculations. This is why it is essential to perform a sustained, structured load test, incorporating load scenarios and call volumes similar to the production work environment, using public telephony infrastructure. It will help to ensure that the new system can sustain a full production load, prior to moving production calls onto the system.

Use Cases

- Implement load testing well before peak seasons to ensure your contact centre will be able to handle the demand
- When implementing new contact centre technology, utilize load testing to determine how the changes will affect customer engagement and satisfaction before you go live

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Payment Processing

Automated IVR payment processing gives your customer the opportunity to call in 24/7 to complete debit and credit card purchases. Our secure PCI-compliant service guarantees your customers call information is protected. Our service allows you to customize your own menu prompts and account validation requests with our easy-to-use interface. Payment Processing integrates with any payment gateway.



Outage IVR

Our outbound IVR system will communicate information to your customers and employees effectively, and oftentimes proactively. Whether your business relies on automated reminders or collection notifications, or you simply want to get in touch with a customer following an agent interaction, our outbound features can be customized on a call-by-call basis, providing your customer a personalized experience.



Percentage Routing

Not every call centre will be actively receiving the same number of calls at any time, so it is important for you to have the ability to split call volumes based on set percentages. Percentage Routing enables you to create and modify call routing rules in real-time, easily rerouting call volume in case of a volume spike, outage or general course of business.

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