



Interactive Voice Response (IVR) by Bucher + Suter

Software only, open standards based voice communications server that manages customer interactions 24 hours a day, 7 days a week.

Interactive Voice Response (IVR) systems are often known for frustrating callers with confusing menus and self-service labyrinths. In contrast, b+s offers automated attendant and self-service functionality that is effective, easy to use, differentiated, yet cost-effective. This highly stable and reliable platform has a proven track record of successful and innovative deployments since 1995.

The b+s IVR provides touch tone Automated Attendant functionality, incorporating speech recognition and Text To Speech technology to quickly and efficiently identify and resolve customer requests. The b+s IVR is tightly integrated with the Cisco Unified Contact Center Enterprise platform to provide an enhanced user experience in which calls are routed to the best available skilled agent.

Modular architecture and open standards

The b+s IVR is an open, software based communications platform that runs on standard Windows servers. b+s' solution offers rapid development and Return On Investment (ROI) as well as a low total cost of ownership.

The b+s IVR can be deployed as a stand-alone system or function with existing systems. The IVR's modular system architecture and open interfaces make it easy to integrate into virtually any contact center environment. The b+s IVR is tightly integrated with Cisco's Intelligent Contact Manager (ICM) and can be fully controlled from the Cisco ICM scripting tool, allowing the IVR to become an integral part of the

comprehensive customer interaction solution. The b+s IVR is installed in numerous single and multi-site locations throughout the world and provides exceptional stability and resiliency. Features such as automatic customer segmentation, load distribution and skills-based routing help ensure that customers are quickly and efficiently routed to the correct resource.

Key Standard Features

- Self Service
- Easy test and debug of applications using built-in debugging tools.
- "Prompt-and-collect" functions to obtain user data, such as passwords or account identification, to pass to agents.
- Ability to extract and parse web content and present this data to callers, facilitating reuse and delivery of web-maintained information.
- Out of the box real-time reports
- Shared alerting - When a customer dials an extension, the b+s IVR can ring multiple telephones simultaneously such as work, cell, home etc.
- Shared alerting delayed - the b+s IVR can ring a telephone, delay a user-specified number of seconds and then start to ring alternate telephones.
- Can be deployed with or without Cisco's Unified Communications Manager (CallManager).
- Can use "pre-routing" in a multisite deployment to instruct the network to send the calls to the IVR/contact center location best able to handle them.

- Can deploy multiple IVRs networked together to function as a single system, terminating calls locally or centrally.
- Surveys - the system offers callers the option of taking a telephone survey after speaking with an agent and stores the DTMF answers.
- Can provide E-Mail notification when a caller hangs up in queue, sending the recipient the caller's telephone number.
- Informs callers of position in queue using accurate, real time data.
- Whisper announcement to agent upon call arrival.

Optional Features

- Supports Text To Speech (TTS) and voice recognition through integration with third-party software.
- Supports development of customized reports using 3rd party reporting packages.
- Access to customer information via ODBC, SQL Server, Oracle, IBM DB2, and Sybase.
- Callers in queue can request a call back by using the telephone keypad to enter their telephone number.
- Offers customers in queue the option to leave a Voice Mail which is then routed to agents.
- Can receive faxes from customers and send them as email attachments to agents. A fax server is not required.
- Can perform outbound IVR campaigns, leveraging the Cisco UCCE Outbound Option.

Suitable for large scale, mission critical, multi-site deployments:

The b+s IVR is designed to integrate disparate contact centers located throughout the world into a single cohesive system. The b+s IVR can perform pre-routing in the network based on agent availability in the contact center. Calls are then sent directly to the agent groups and locations best able to handle them using real time data.

This intelligent routing capability means that calls are directed to the optimal center the first time, providing significant cost savings and a strong Return On Investment (ROI).

In a multi-site implementation, the b+s IVR can be fully configured, controlled and monitored centrally or in a distributed manner, simplifying maintenance and management.

Benefits

- Seamlessly integrates self-service applications and agent-assisted transactions to meet customer needs and reduce operating costs.
- Tight integration with existing contact center systems.
- Provides a secure, flexible platform that can be deployed in TDM, IP, or hybrid environments, designed for contact centers of all sizes and complexity.
- Open, software-only platform which runs on off-the-shelf hardware, providing maximum flexibility and compatibility.
- Supports open standards
- Centralized management and reporting reduces personnel costs and increases flexibility.

System Information

Cisco UCCE versions supported:

- 6.x, 7.x and 8.x

Cisco CUCM versions supported:

- 6.x, 7.x, and 8.x

Operating Systems supported:

- Windows 2003 and 2008

Interfaces and compression supported:

- Telephony: Analog, ISDN, VoIP
- Compression: G.711, G.723, G.729
- Fax: T.38

Protocols supported:

- H.323 and SIP