

With Think Pickle's IVR you can do more than ever before.



With Think Pickle's Simply Awesome Interactive Voice Response (IVR) you will really show your customers that you mean business, pre-empt their action and help them and you in ways you use to only dream of. Great Huh!

Key Benefits of an IVR

IVR Can manage calls without bothering your humans

Assists in improving the contact centre efficiency and the caller experience by automating routine requests and allowing your staff to focus on higher value and more complex calls with a higher return.

We put more money back in your pocket

Leveraging your IVR software as an automatic call distributor (ACD) saves you the cost of hiring a live agent to field your inbound calls, minimise call transfers and help save costs by delivering callers to the right location the first time, including the ability to intelligently route calls based on customer information securely retrieved from your CRM or IT systems.

Settings set up just for you

Adapt and scale when required, a system that truly works for you how you want it to work. We work with the needs using the extensive self-management Pickle Portal to modify things like call flows, answer points and announcements, including instant modification of existing information services over the web or via the phone.

It's all about the Ratings & Customer Satisfaction

Streamline your customer experience and call flow using Speech Recognition to provide a more natural interaction.

Advanced reporting

Track, trend and monitor the effectiveness of your network IVR services using a web-based interface for real-time and historical reporting, all you can always jump on the App.

Operational flexibility

Take advantage of a Think Pickles network solution that allows you to quickly deploy a scale feature-rich and high-availability IVR service with low up-front costs that designed to put you in the driver's seat.

If you've ever called a phone system or a call centre and interacted with an automated message, you've already encountered an IVR system. The role of your Think Pickle IVR Solution is to route your call to the right place without any humans on the receiver's end. So ideally, that means your caller will be able to choose from a range of pre-set functionality and smarts set up by you to help your callers easily navigate straight to the right person in your team.

IVR systems work with a combination of speech recognition and touch-tone keypad selection to automate call routing. IVR does this by providing pre-recorded voice responses based on user input, keypad signal logic, access to relevant data, and sometimes, recording voice input for future use. IVR systems may also use computer telephony integration (CTI) to hand off a call to a live agent who can view the data related to a caller. IVR systems use dual-tone multi-frequency (DTMF) signals to automatically interpret keypad input and communicate between phone and computer. This allows IVR software to provide users with pre-recorded greetings or menu options specified by you. Advanced IVR platforms include voice recognition software, leveraging natural language processing (NLP) for a conversational self-service experience. IVR may also leverage text-to-speech (TTS) technology to communicate complex information, such as news reports, emails, weather, etc.

Features

Think Pickle's IVR is an intelligent call routing solution which uses touch-tone or speech recognition to collect information from the caller, while also allowing you to interact with your CRM or IT systems. A range of capabilities and tools can be combined to help you efficiently segment and route callers based on their reason for calling or their customer profile:

Touch Tone: Traditional voice menus and prompts, with call routing based on callers pressing DTMF key tones. Touch Tone IVRs are suitable for simple menus or for the entry of number sequences. In addition to being able to create a Touch-Tone service to meet your specific needs, Think Pickle offers the following standard Touch-Tone prompter services:

- **Voice Menu Prompter** – a sequence of menus where the caller is prompted to select an option using the telephone keypad numbers
- **Postcode Prompter** – prompts callers to enter the postcode of the area they are calling from so that their call can be routed accordingly
- **PIN Prompter** – a feature that can be used to control the accessibility to specific services or information, or to route callers to specific destinations based on the PIN entered
- **Extension Prompter** – a translation service for external callers to be connected to specific people (extensions) within an organisation Traditional voice menus and prompts, with call routing based on callers pressing DTMF key tones. Touch Tone IVRs are suitable for simple menus or for the entry of number sequences. In addition to being able to create a Touch-Tone service to meet your specific needs, Think Pickle offers the following standard Touch-Tone prompter services:

Customer Recorded Voice Announcements (CRVA): A voice message or announcement that is played to the caller. Options available are:

- **CRVA** – used to inform the caller of specific information, for example, hours of operation
- **Early CRVA** – an announcement played at the beginning of the call to provide information to the caller before continuing with call routing, for example, to provide a welcome message

Text to Speech: Written messages are automatically converted to speech, allowing messages to be updated immediately without the need for recording voice prompts. Combined with the web-based management system, this allows voice menus or informational messages to be rapidly updated during emergencies or changing business needs.

Secure CRM Environment Access: Information relating to the caller can be securely retrieved from your CRM system. The information is then used for call routing, for completing transactions or for playback of the information to the caller.

The combination of Touch-Tone or Speech Recognition with secure CRM access can be used to design services that enable callers a self-service feature within the IVR for simple transactions; allowing your customers to interact with you on their terms and at a time that suits them. For example, a telco may use a Touch-Tone menu to collect a customer's account number, and then use secure CRM access to retrieve and playback the customer's current outstanding account balance in real-time without the use of a human.

These capabilities allow you to minimise call transfers and to automate simple, repetitive transactions, allowing your valuable contact centre agents to focus on more complex transactions whilst still delivering great customer experience.

Pickle Portal - Self-management and reporting

Think Pickles Network IVR allows you to manage all aspects of your IVR service to adapt to your changing business needs, including instant modification of existing services and the design, creation, verification and deployment of new IVR services. It has a flexible and secure web-based management interface, allowing you to manage all aspects of your IVR service such as:

- Uploading audio prompts
- Updating text to speech prompts
- Set up call flows and route calls based on business scenarios that work for you
- Adding or updating informational or emergency messages (audio or text to speech)
- Recording and activating an alternate audio prompt over the phone
- Modifying call flow including adding new menu items and speech recognition phrases

Think Pickles Network IVR also has a flexible and configurable reporting interface that allows you to report on all aspects of your IVR service. Real-time and historical reporting capabilities are available allowing you to track, trend and monitor the effectiveness and efficiency of your IVR services.

System Security

A secure Internet access environment is maintained by Think Pickle for the Pickle Portal reporting and management interfaces, utilising a complete managed firewall and SSL protection layer. Access from the Think Pickle's Network IVR service to your CRM environment is via an IVR Application Gateway and is achieved securely using SSL and via a range of different protocols depending on your system requirements. There is no need for your CRM data to be stored in the Think Pickle network environment.

Web-based reporting and management access is only available to the system administrator or a subscriber with a valid user name and password. Individual subscribers can be allocated different levels of access and control of the reporting and routing functions of the Network IVR service, so you can manage who has access to view and control your services.

Case Study #1:

An organisation providing a Parcel delivery service



This offers a specialised parcel delivery within Australia and internationally, and prides itself on providing a reliable service, including accurate delivery tracking information to its customers. Currently, parcel tracking information is only available via the web or by calling through to their customer service agents. The company wishes to maximise human resources, reduce operational costs and improve customer service by providing accurate parcel tracking information via an automated phone service to compliment their web channel.

Think Pickles Network IVR can deliver a simple yet powerful solution where:

- The organisation's inbound toll-free number is supplemented by a menu with an option to check the status of parcel delivery in real-time
- The caller is prompted to enter their customer reference number and consignment number via either Touch-Tone or Speech Recognition.
- Think Pickles Network IVR service can then securely query the customer CRM environment to look up the consignment details and read back the delivery status to the caller.

The information source used by the Network IVR for this solution is the database of the organisation's web parcel tracking service. There is no second source of data to maintain to provide the phone-based parcel tracking information, meaning consistent and accurate information is provided across all customer contact channels with no additional resources needed for data management. This solution improves customer satisfaction, reduces operating costs by automating simple repetitive transactions in the carrier network, and frees customer service agents to handle more substantial tasks.

Case Study #2:

An Energy Company



This company is an energy utility with a toll-free number for inbound customer enquiries such as service, invoicing and general queries. Under normal business conditions, the volume of inbound calls to customer service is low. However, during service interruptions traffic volumes spike dramatically, flooding the customer service team. The organisation is unable to predict these mass call events. The organisation seeks an automated way to manage high call volumes as they occur, providing information to customers during these periods while maintaining a high level of customer experience.

Think Pickles Network IVR can assist organisations in managing high call volumes with awesome tools and features like:

- Callers enquiring about a service interruption in their area can be segmented in the network-based IVR and routed to an informational announcement, while callers with other enquiries are routed to the call centre as normal.
- The organisation can activate the informational message via the Think Pickles Network IVR web-based self-management Pickle Portal, with a message advising callers of service interruptions and that high call volumes are being experienced. Callers can be given the option to hear a list of areas affected by service interruptions.
- The organisation can enter and update the list of affected areas and expected restoration times in real-time via the Think Pickles Network IVR web-based Pickle Portal, and the list is then read back to the caller via text to speech.
- Think Pickles Network IVR service could securely query the customer CRM environment to retrieve the list of affected areas and the restoration times, and read the list to the caller. By using Think Pickles Network IVR, the high volume of enquiries relating to the service interruption are routed away from the call centre agents, providing the caller with accurate and up to date information without the need to wait in a queue for an agent. Callers with other enquiries are routed efficiently to call centre agents as normal, without being affected by the high call volumes. Think Pickle's IVR delivers a solution that enables the organisation to provide a high level of customer experience to its customers in an effective and efficient manner, without the need for increased call centre staffing, or on-premise equipment that has the capacity to handle the rare mass call events.