



Key Features

- From the simplest IVR flows to the most complex, select a pre-designed template or our development team will help you customize your own.
- Pre-built API integrations with leading payment processors, telecom providers and CRM tools speed deployment
- System supports well-known web API standards, such as REST, SOAP, JSON and XML
- Text-to-speech capabilities in 73 languages and professional voice talent to record prompts and messages
- Full integration with Ubiquity’s automated call distribution platform and in-house computer telephony integration tool streamlines call center transfers and provides rich customer journey data
- Real-time screen-pops provide agents with critical information to resolve calls more quickly
- Experts in IVR analysis, design and optimization lead a team of developers that understands your business needs and delivers to your timelines
- 24/7 global support teams proactively monitor the infrastructure and are available for clients at no extra charge
- Server and datacenter redundancy on each U.S. coast supports full production capacity with 99.99% uptime

Interactive Voice Response Technology

Boost satisfaction. Reduce costs.

The IVR is a critical touchpoint for your customers. Done right, it solves problems quickly, contains costs and leaves customers satisfied. Done wrong, it frustrates customers and leads to churn.

Our expert engineers and development team will help design your IVR to simplify the customer experience and even predict why they’re calling. Built upon the industry-best Avaya Experience Portal platform and VoiceXML 2.1 standards, Ubiquity’s IVR complies with PCI-DSS Level 1 security and HIPAA privacy standards and is SOC 2 Type II-certified.



Key Features (continued)

IVR Functionality	Analysis & Reporting	Integrations	Optimizations
Virtual callback	Repeat caller	Pre-built API integrations	Dedicated business analytics team
Fire break messaging	First call resolution	CRM integration	Fast development turnaround
Intelligent agent routing	Fraud	SIP and PSTN	A/B tests
ANI based decisioning blocks and authentication	Demographic analysis	Ubiquity's InTouch tool	NPS optimizations

Key Benefits

- Improve customer satisfaction:** Pinpoint customer needs to deliver optimal experiences
- Reduce costs per customer:** 24/7 automated system provides convenient self-service and proactively routes high-value calls to agents for VIP service or upsell opportunities
- Scale and adapt quickly:** Fast and flexible call-flow modifications and API integrations speed deployment and optimization
- Achieve strategic goals:** We use IVR data to drive process improvements that align with your strategic initiatives



A good IVR solution is paramount for a positive customer experience. Ubiquity has become our trusted partner not only to build first-class IVR systems for our partners but also to develop the supporting analytics that help them understand how customers are using the technology, so we can continually optimize the customer journey.

Geoff Smith
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 Carta Worldwide

