

Aumtech's Agent-Assisted IVR

Reinventing the economics of voice-enabled self-service

What is Agent-Assisted IVR?

Agent-Assisted IVR enables you to maximize the performance of automated self-service by seamlessly bridging an agent into an automated session to quickly resolve a problem. Instead of callers becoming frustrated by speech recognition errors or traditional, highly-structured menu options and transferring out to speak directly to an agent, Agent-Assisted IVR allows a control agent to quickly assess the situation and direct the automated service process to meet the callers needs. The control agent can update information, direct the IVR application, or initiate dialog with the caller via recorded phrases and dynamically generated text-to-speech – all without the caller realizing an agent is involved. The agent can then return the session to a fully automated state.

Agent-Assisted IVR adds elegant error handling, process uniformity and a consistent caller interface to greatly increase the ease of use of traditional self-service applications. The application's smart self-care environment improves call completions rates, allows for more effective agent segmentation, reduces costs, and improves customer satisfaction.

What you gain:

Reduced customer contact costs

- ✓ Increased first call resolution
- ✓ Higher self-service call completion rates
- ✓ Reduced agent talk-time
- ✓ Optimized existing infrastructure, getting more out of what you've got
- ✓ Maximize benefits and eliminate tradeoffs of offshore agents
- ✓ Increased agent productivity

A superior customer-driven service experience

- ✓ Eliminating caller frustration with traditional self-service technology
- ✓ Exceeding expectations and building customer loyalty
- ✓ Eliminate negative perceptions of offshore customer service

Competitive differentiation

- ✓ Maximum innovation with minimum risk

Does it work with my existing systems?

Agent-Assisted IVR is a highly flexible and standards based solution, designed to adapt to your needs and environment. AA IVR can be deployed as a complete turn-key Premise Solution, as an Aumtech Hosted Service or an Aumtech Managed Service located on your premises.

AA IVR easily integrates into your existing infrastructure, helping you get more out of what you have. Telephony, data and CTI integration into your existing call center operation will allow seamless interoperability and maximum efficiency. The key is Aumtech's unique combination of enterprise-ready innovation and packaged experience: proven methods, tools and delivery facilities.

Where does AA IVR fit?

How may I help you?		
Routing	Information	Transaction
<i>"I have a question about my bill"</i>	<i>"Where should I send my payment"</i>	<i>"I'd like to make a payment over the phone"</i>

Routing:

- ✓ Get the caller to the right place, the first time, to address their needs
- ✓ Replace voice portal menu complexity with "How can I help you?"
- ✓ Route caller to IVR, live agent or other application

Information:

- ✓ Automate more complex service areas that currently require live agents
- ✓ Eliminate directed dialog menu complexity for FAQ's and other information resources

Complete the transaction:

- ✓ Automate sophisticated/multi-element transactions that currently require live agents

How much does it cost?

Pricing for AA IVR Hosted or Managed Services is based on two elements; one time, event based Professional Services costs and Recurring Usage. Professional Services charges are primarily application development; in the case of Managed Service it may also include Project Management. Recurring Usage charges are based on total call minutes, typically at 20 to 30 cents per minute.

Why Aumtech?

Aumtech is a leading provider of speech recognition solutions for businesses and global carriers. Our standards-based, voice-enabled IVR platforms and applications answer the need for accurate and efficient automated information exchange. And everything we do is backed by a range of professional services that reduce cost of ownership and increase return on investment.

Aumtech solutions are actively deployed in more than 11 countries on our VoiceXML-based Carrier Grade Advanced Telephony Environment (CGATE) platform. CGATE, with more than 60,000 ports deployed, including 9,000 using Session Initiation Protocol (SIP), serves two of the largest Interactive Voice Response (IVR) installations in North America and Europe.

What's next?

The process begins with the development of a service automation blueprint, setting the key goals and requirements. Core elements of the blueprint include:

- ✓Technology Analysis - How do we fit into your environment
- ✓Data Analysis - How can we increase your automation
- ✓Financial Analysis - What's the Savings & ROI
- ✓Test Drive - Build, deploy & test a sample application

Want more info?

Agent-Assisted IVR is part of our **Enhanced Self-Service (ESS) Application Suite**. **ESS** takes customer service to a new level. This set of powerful applications is designed to dramatically increase automated self-service performance through improved call completion and transaction rates, reduced costs, and increased customer satisfaction. The suite includes **Agent-Assisted IVR** for next-generation, smart self-service, **Automated Web Agent** for agent-assisted customer interaction with web services, and **Aumtech Interactive Messaging Service (AIMS)** for automated notifications.

Check out **Agent-Assisted IVR** and the rest of our **Enhanced Self-Service Application Suite** at: www.aumtech.com

When the **Harvard School of Public Health** set out to study dietary health, they called on Aumtech to design and implement an automated data collection system that saved costs while enhancing survey performance. To see why the **HSPH** selected **Agent-Assisted IVR** for Dietary Research data collection, take a moment to review the **HSPH THELMMA Case Study**.