Why it’s time to switch to Verizon Conversational IVR

Your interactive voice response (IVR) system might be saving you time and money, but is it annoying your customers?

• Forty-three percent of people say they prefer using voice to reach customer service./one.numr

There’s plenty to frustrate customers about IVR:
• Not finding the reason they’re calling in the menu options
• Having trouble reaching an agent for complex issues
• Needing to give the same information in both the IVR and the agent
• Wading through too many wordy menu options
• Having to use touch-tone keys instead of speaking

Learn more:
To find out more about Conversational IVR and how it can help improve your contact center operations and customer satisfaction, please contact your Verizon Business Account Manager or visit verizon.com/business/products/civr

As a leader in the customer experience and call center industry, we can help you:
• Integrate conversational AI with your existing IVR and other customer service channels
• Design, develop, and optimize your speech-enabled applications
• Tailor your solution to specific customer journeys
• Apply advanced analytics to aid in continuously improving your performance

Why Verizon

Switch to Verizon Conversational IVR. It uses speech technology powered by artificial intelligence to deliver intuitive service experiences. It anticipates the caller’s needs and lets them interact with the system naturally, in their own words.

Forty percent of customers said they stopped doing business with a company because of poor customer service./two.numr

Sixty percent of customers did more business with companies due to good customer service./three.numr

Making customers happy matters. A lot.

How do you satisfy customers while keeping the efficiencies of IVR?

Verizon Conversational IVR can help your company:
• Improve first-call resolution
• Reduces costs
• Provides better customer experiences