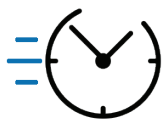


Veracity IVR for Contact Center

Optimize your contact center using IVR (Interactive Voice Response). IVR allows your contact center to have virtual agents that automate and facilitate interactions between your organization and customers. Blend automation and AI with your people for a better customer service.

Why Use Veracity IVR?



Quick

With Veracity IVR features you can create powerful IVR and call handling solutions in as little as 90 seconds.



Smart

Choose from over 30 purpose-built features or combine them to form smart modular solutions.



Simple

Configuration is very simple. Change call flows, scripts, and menus dynamically. No coding required.



Affordable

No more high cost external professional service charges. Your team does everything in house.

IVR Features

Appointment Maker

For any business built around professional services, management of appointments can be a burden. Appointments can be integrated easily with any existing calendaring system.

Appointment Reminder

No-shows are a real problem for professional practices. Minimize no-shows without diverting your staff from other duties by creating an automated reminder system.

Collections

Get started with the Collections app to automate the process of following up on outstanding accounts.

Service Activation

Create a customer service message to greet each new client with news of service activation, drawing data through simple integration.

Outage Notification

Make prompt service outage calls by automating the process through simple customization with Outage Notification.

Card Payments

Credit card payments are time consuming and open your business to potential violations. Eliminate that with an automated PCI compliant task.

Inbound Ticket

Inbound Ticketing makes it simple to quickly create a solution that enables customers to choose self-service. When an agent is required, a screen pop displays detail of account history and ticket status.

Password Reset

Users reset their system passwords without IT input.

Product Recall

Protect your brand by acting swiftly if a product recall is required. Use Product Recall to set up campaigns to deal with a range of situations.

QforMe

QforMe makes it easy to set up a service that allows customers to receive a call back rather than waiting for service.

Order Lookup

Provide customers with a 24 hour helpline to query order status.

Support Ticket Update

Support Ticket Update makes ticketing quicker by providing clients with updates via automated outbound calls.

Survey

Add an extra level of customer care with outbound surveys or present your employee satisfaction survey as a handy telephone poll.

Text Alert Sign Up

A quick and easy way for your customers to sign up to receive your important alerts.

Smart Attendant

Recognize customers with a personalized interaction, not a tree of menu options by referring to data you already have.

Smart Router

This is the quick way to implement intelligent call routing and enhance the customer experience.

Snow Days

Snow Days creates any campaign where you need to quickly get a message out to a defined group with minimum fuss.

Subscription Lookup

Offer members an automatic service to look up their membership details.

Subscription Reminder

Keep the customers you already have. Implement a reminder system to contact clients when membership nears expiry.

Teleclock

The Teleclock solution is the smart choice for a remote time keeping system. Field workers use a standard telephone to clock on and off.

Track and Trace

Provide callers with a self-service option and reduce the load on agents.

Zip Code Router

Promote a unified brand presence and deliver personalized local service using the Zip Code Router.

Veracity Networks

“Veracity” stands for integrity and truth, which is what we strive for every day. By servicing our clients since 1987, Veracity recognizes that businesses have varying needs and that it takes a variety of products to meet those needs. As a result, Veracity combines different products and capabilities to create a custom telecom solution for each client.