

MARS IVR

Introduction

MARS Interactive Voice Response (IVR) is a CUAE based application to processes inbound phone calls, plays recorded messages including information extracted from databases. It can then route calls to either inhouse service agents or transfer the caller to an outside extension. connect callers with the intelligent computer telephony system. It detects the various keyword inputs and guides the caller to the most appropriate and suitable information or executive.

Features

MARS IVR processes the outbound calls based on either digit punches or on speech commands. The IVR system could fulfill the caller's request without a transfer. By responding to prompts provided by our IVR system, callers can now receive any information you choose to make available. Call centers in particular can become instantly more productive by letting the phone system gather caller information, verify caller identity and, if necessary, determine the best service representative to handle this request using our interactive voice response technology.

Benefits

MARS IVR reduces the cost of customer service and inbound call processing to a fraction of what it used to be earlier. Developed and deployed in the same application server it is a cost effective value addition to the organizational telephony systems. It automates routine tasks and information distribution freeing up human resources for more complex and rewarding tasks.

With in build speech recognition it speeds up the call flow within the IVR and provides multiple options of interaction.

Supporting Hardware & Software:		
1.	CUCM Supported	4.X, 5.X, 6.X, 7.X
2.	Phones Supported	7911, 7919, 7920, 7921, 7940, 7941, 7960, 7961, 7970 & Later XML Supported Phones
3.	CUAE	2.4.3, 2.5.1.1.SR2