



CORDIC

FACT SHEET

Interactive Voice Response

Now your regular customers can book jobs without needing to speak to an operator. They can also check on the progress of a job they have just booked without tying up your valuable staff.

- ✓ **When a caller's number is recognised, they are offered an immediate repeat pickup**
- ✓ **With one keypress they can accept, or choose to talk to an operator**
- ✓ **Unrecognised callers go straight to an operator**
- ✓ **Nuisance callers can be blocked completely**
- ✓ **When a caller has already booked a job they hear a detailed status message**
- ✓ **Works 24/7. Never goes sick or takes a holiday**
- ✓ **High quality natural sounding text-to-speech engine**
- ✓ **You can configure every spoken message yourself**



Interactive Voice Response

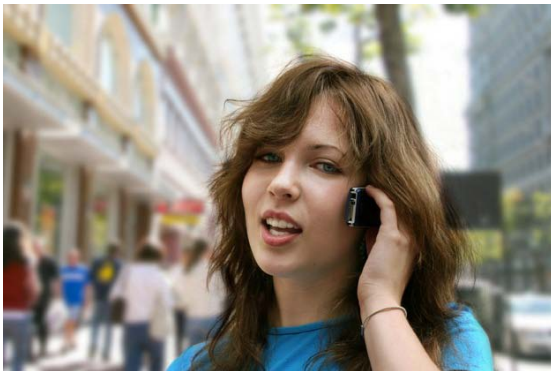
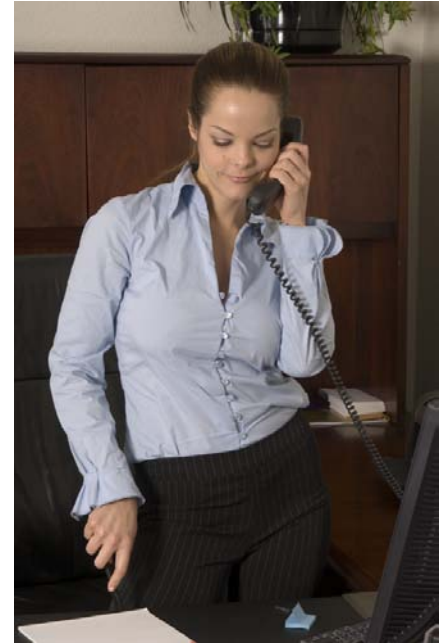
Every repeat caller can benefit from this system - no need to pre-register

Caller is offered a simple choice - immediate collection at their previous (or most frequent) pickup, or talk to an operator

Message is short and sweet - no long-winded confusing menus

Status message can be as detailed as you like - including description and registration mark of car !

Depending on your workload, anywhere between 25 and 40% of your calls can be handled by Cordic's IVR



Cordic's IVR is fully configurable - and you can change its behaviour at any time

You can have multiple incoming lines, serving different customer groups

Each line can have different messages, defined by you

Each line can be configured for Job booking only, status reports only, or Job bookings plus status reports

Certain phone numbers - such as major account customers - can be set up to bypass the IVR and go straight to an operator

The Cordic IVR system keeps detailed management statistics, and will read them back to authorised users as a spoken message

Hear how many cars are working, how many Jobs are waiting to go out and how many Jobs are running late

Then select a period of hours and hear how many Jobs were booked in that time - both via IVR and via operators - and how many were late

Find how well your company is working with one phone call from anywhere in the world !

