



# Interactive Voice Response

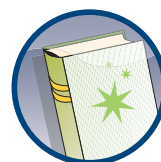
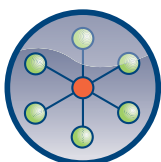
IVR, is a support system of a high technological quality for the authorization of credit transactions in service stations when facing hypothetical situations of failure in communications.

With IVR you only have to make a call from any multi-frequency phone and, by voice recognition or by using the keyboard, get the desired information or make the requested transaction.

## To Highlight

You can consult your balance or make sales or returns during the twenty four hours of the day, and every day of the year, using safety crossed codes.

Do not miss any sale, and avoid any connection punctual incidence when establishing the authorisation of credit operations.



# Interactive Voice Response

## General Characteristics

- Open and reachable system for future enlargements in new benefits and capacities.
- Professional and innovative image.
- Increase of the satisfaction of the client.
- Quick answer to emergency situations.
- Management of great volumes of calls.
- Access from any telephone number or from a specific one chosen by the client.
- Platform integrated in just one telephone server.
- Identification of the client.
- Calls recording.
- National coverage.
- Independence of the location.
- No computer is needed.
- Transactions and information during the 24 hours of the day, 365 days per year.
- Multi-language support.
- Voice recognition.
- Automation of operations.
- Integration with the OpenCard authorization system.
- The authorization of an operation automatically generates another one in OpenCard.
- Configuration of privacy.
- Different levels of parametrizing.
- Safety systems with crossed codes.
- The hiring of personnel is not necessary.
- Reduced cost.

## Use Requirements

Telephone connection.

\* In case of a hosting agreement, no type of additional hardware is necessary.

## Official Approvals and Certifications

**IVR** is backed by the international certification for the improvement of processes for the manufacturing of software CMMI Level 3 (Capability Maturity Model Integration).



## Related Products

**Front Office** and **Head Office** products related with **IVR**:

