

Deliver natural and intuitive self-service customer experiences.

Verizon Conversational Interactive Voice Response

Solution brief



Consumers want faster, simpler ways to engage with businesses and resolve issues. In spite of new web and mobile customer service platforms, call volumes remain high, which puts tremendous pressure on already-busy agents. Too often agents have to spend too much time on simple issues, instead of focusing on more complex ones. All these problems can combine to ultimately drive up contact center costs.

Older, touch-tone interactive voice response (IVR) systems with complicated menu trees don't meet the needs of today's tech-savvy consumers. But how do you deliver an improved customer experience while reducing call volumes and operational costs?

Verizon Conversational IVR provides human-like interactions that help customers to resolve issues on their own using an IVR. Its artificial intelligence (AI)-powered speech technologies create intuitive self-service experiences that can anticipate callers' needs, carry on automated conversations that almost feel human and allow callers to interact with the system naturally, in their own words. That helps you improve customer satisfaction and engagement with increased first-call resolution, while helping to reduce agent call volumes, enhance employee experiences and control operational costs.

Control operational costs.

Conversational IVR can help you route calls to the right solution area the first time, including routing to human agents when necessary. In addition to increasing call-routing effectiveness and overall contact center efficiency, better routing helps improve your self-service rates and call resolutions. That can result in lower agent call volumes, reduced costs per transaction and improved average handle times (AHTs).

The power of Nuance and Verizon

Verizon has partnered with Nuance to deliver this best-in-class conversational AI system. As an industry leader in conversational AI and IVR, Nuance has more than 25 years of experience pushing the boundaries of AI, speech and Natural Language Understanding technologies.

Enhance customer experiences.

Conversational IVR delivers intuitive, self-service experiences that can help improve customer satisfaction. That can lead to positive brand perception and greater customer loyalty. Plus, its ability to deliver consistent experiences across multiple channels helps give customers the option to engage through the methods they prefer.

Improve your return on technology investments.

As a smart call-center solution, Conversational IVR offers operational and customer analytics with insights on your customer interactions. Such insights can help you continually streamline customer experiences, optimize your processes, simplify operations, improve agent utilization and increase efficiencies. These can all combine to improve your overall return on investment (ROI).

Features

Conversational IVR delivers an enhanced customer experience through lifelike interactions. Plus, it offers:

- **Natural language-based speech recognition:** Advanced speech recognition and Natural Language Understanding (NLU) allow Conversational IVR to accurately capture callers' intent even when they speak naturally in their own words—increasing self-service utilization and success
- **Intuitive call steering:** Call steering technologies help get callers to the right place the first time, which improves the use of the automated system and may reduce the need for live agents
- **Personalized, proactive experience:** Match phone numbers with existing customer data to proactively identify callers and create personalized experiences that anticipate customer needs and proactively address issues—reducing time to completion and the need for a live agent
- **Analytics:** Advanced application performance reporting and analytics help you discover actionable insights to optimize the performance of your IVR
- **Predictive call handling:** Predict caller intent, deliver personalized menus and help route callers to the right destination quickly

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/contact-center-cx-solutions/customer-engagement/conversational-ivr/](https://www.verizon.com/business/products/contact-center-cx-solutions/customer-engagement/conversational-ivr/)

Why Verizon?

Verizon has been providing contact center solutions for over 30 years. We can help you tailor your solution for specific customer journeys, as well as apply advanced analytics to help you understand customer interactions and continuously improve performance.