enablex

ENHANCE VISUAL IVR WITH VIDEO CALLS THAT ENGAGE

NEXT GENERATION IVR

Interactive Video-enabled Visual Response

Powered by EnableX and Vion-Consulting

Interactive Video-enabled Visual Response (IV²R) is an advanced IVR platform that combines video, voice and rich digital interactive media for enhanced customer support experiences.

Designed for smartphones and users on the go, It seamlessly connects customers to self-service, menu-driven visual options, addressing their problem/inquiry at first contact. Customers have the option to seamlessly transit to a live agent via HD video calls for more complex issues.

The result is a much faster, frictionless and satisfying support experience that addresses customer issues immediately without the need to stay in the queue or face traditional IVR limitations.

Improve user experience by allowing customers to engage in a self-service interaction anytime and anywhere

Increase customer satisfaction and shorten resolution time with a personalised real-time video calls with the agent.

Lower interaction abandonment as customers are guided through the visual process and assisted with an agent, when required, through HD video calls

Lower IVR , telephony charges and improves return on investment.

Visual-Based Menu

Customers can visually guide themselves through the self-service menu and interact directly with the system to solve their problems. They can seamlessly transit to a video call with the agent if issues are not resolved.

Rich Self-Service Capabilities

The self-service interaction has full support for data entry. Bill payment, order tracking, product activation and more can be performed by customers entering data in the system.

Video-Enabled Contact Center

While on the video call, agents can conduct product demonstration, see the full view of customer problem, offer remote repair and installation advice and more. All data entered by the customers will be made avaliable to the agent for effective handling of calls

HOW IT WORKS

1 Omni-Channel Experience

Your customers call your helpdesk and are greeted with an option to experience IV²R session right from their mobile devices.
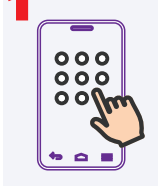
2 Visual IVR on Mobile

Customers receive an SMS with a URL which brings then to a web-based application. They can navigate on their own with a user-friendly menu-driven visual interface. No more listening to all the options and waiting in the queue.
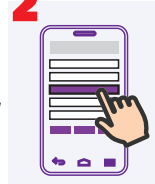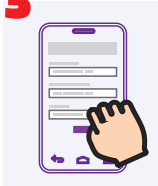
3 Rich Self-Service Capabilities

Customers can accomplish many tasks on their own including entering alphanumerical data to track order status and completing a Goods Return Form by uploading photos of defective merchandize.

4 High Definition Video Call with Agent

At any time, customers can connect to a live agent via video chat within the application. All the steps traversed by the customers, as well as any data entered, are visible to the agent without the need for customers to repeat the information
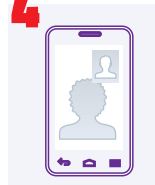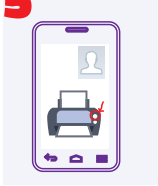
5 "See-what-I-see" Experience

Agents can see the customer's existing challenges, allowing them to quickly and accurately assess the customer's needs. Combined with tools like annotation and co-browsing, agents can provide step by step guide to resolve issues on the spot

ENABLEX AUGMENTING IV²R

Features and capabilities used to enhance visual IVR

High-Definition Video Calls between agents and customers, all within the Visual IVR application.

Recording and Archiving of calls for quality and training purposes.

Screen Sharing and Annotation to enhance collaboration and video calling experience.

Multilingual Translation eliminates language barrier between customers and agents.

Carrier-Grade Platform - Low latency, high quality, and scalable cloud-based platform

EnableX is a cloud-based, real-time communication platform that makes integrating live video, voice and messaging into applications and workflows extremely easy. Designed and developed for Developers, SI and Service Providers, it provides robust, scalable and secure communication platform without the complexity of building and maintaining network infrastructure and supporting interfaces.