

Speech IVR

Advance speech recognition with a personal touch



4 Key Benefits

- Removes complex menu structures
- Callers speak naturally
- Calls are transferred directly or self service application
- Technology learns from any calls that are manually assisted
- Real time reporting of automation success

Waynua Voice IVR allows your customer to describe in their own words what they want, and takes them to the right place, first time.

Long phone system menus can be frustrating and can result in wasted resources when customers refuse to go through the menu and just want to speak to someone.

Waynua Voice IVR eliminates Menus all together. It allows all your calls to a single telephone number and be greeted with a natural language dialogue.

Its simply asks "How can I help You?" and based on the callers response, the call is routed appropriately. We use the most advanced speech technology combined with statistical language models to provide a compelling and satisfying customer experience that delivers significant cost savings.

Massive technology improvements and Lift Agent Integration –

- Failover service to a Live Customer Service Agent
- World class Speech technology Software

How it works

Waynua Voice IVR greets your caller with an open “How can I help You?”. The caller then responds by describing in their own words why they are calling or what department or person they wish to speak with. The call can immediately transfer the caller to the most appropriate person or **Self Service Application**, with the option for further clarification if required.

We achieve this level of sophistication by using the latest development in natural dialogue techniques to provide a more natural caller experience.

The Hidden Agent – If there is any doubt about a caller's requirement, a Live Agent immediately takes over the call.

Key Features

Flexible Design

Tailored to your organisation and requirements.

One Telephone Number

One number can handle calls from all aspects of your business from sales to services, retentions and returns.

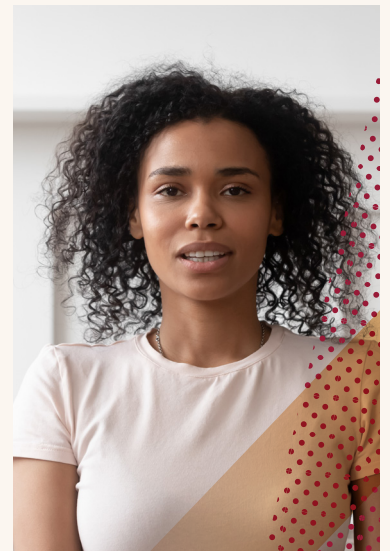
Faster and more Cost

Effective Query Resolution

Automation can dramatically reduce our costs.

Routing to Self Serv Applications

Complete out the customer query in full by integrating your applications.



Voice IVR is part of our Live Agent and Automated Services and can also be integrated with our Voice Bot and Web Bot Services.

Voice Bot

Waynua Web Chat and Chat Bots – Advanced, Automated Responses to advise and guide your customers.

Web Chat Web Bot

Waynua Web Chat and Chat Bots – Advanced, Automated Responses to advise and guide your customers.

