Veracity IVR for Contact Center

Optimize your contact center using IVR (Interactive Voice Response). IVR allows your contact center to have virtual agents that automate and facililtate interactions between your organization and customers. Blend automation and AI with your people for a better customer service.

Why Use Veracity IVR?

Quick
With Veracity IVR features you can create powerful IVR and call handling solutions in as little as 90 seconds.

Smart
Choose from over 30 purpose-built features or combine them to form smart modular solutions.

Simple
Configuration is very simple. Change call flows, scripts and menus dynamically. No coding required.

Affordable
No more high cost external professional services charges. Your team does everything in house.

IVR Features

Appointment Maker
For any business built around professional services, management of appointments can be a burden. It can be integrated easily with any existing calendaring system.

Appointment Reminder
No-shows are a real problem for professional practices. Minimize no-shows without diverting your staff from other duties by creating an automated reminder system.

Collections
Get started with the Collections app to automate the process of following up outstanding accounts.

Service Activation
Create a customer service message to greet each new client with news of service activation drawing data through simple integration.

Outage Notification
Make prompt service outage calls by automating the process through a simple customization process with Outage Notification.

Card Payments
Credit card payments are time consuming and open your business to potential violations. Eliminate that with an automated PCI compliant task.

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Inbound Ticket
Inbound Ticketing makes it simple to quickly create a solution that enables customers to choose self-service. When an agent is required, a screen pop displays details of account history and ticket status.

Password Reset
Users reset their system passwords without IT input.

Product Recall
Protect your brand acting swiftly if a product recall is required. Use Product Recall to set up campaigns to deal with a range of situations.

QforMe
QforMe makes it easy to set up a service that allows customers to receive a call back rather than waiting for service.

Order Lookup
Provide customers with a 24 hour a day helpline to query order status.

Support Ticket Update
Support Ticket Update makes ticketing quicker by providing clients with updates via automated outbound calls.

Survey
Add an extra level of customer care with outbound surveys or present your employee satisfaction survey as a handy telephone poll.

Text Alert Sign Up
A quick and easy way for your customers to sign up to receive your important alerts.

Smart Attendant
Recognize customers with a personalized interaction not a tree of menu options by referring to data you already have.

Smart Router
This is the quick way to implement intelligent call routing and enhance the customer experience.

Snow Days
Snow Days creates any campaign where you need to quickly get a message out to a defined group with a minimum of fuss.

Subscrition Lookup
Offer members an automatic service to look up their membership details.

Subscription Reminder
Keep the customers you already have. Implement a reminder system to contact clients when membership nears expiry.

Teleclock
The Teleclock solution is the smart choice for a remote time keeping system. Field workers use a standard telephone to call in and clock on and off.

Track and Trace
Provide callers with a self-service option and reduce the load on agents.

Zip Code Router
Promote a unified brand presence and deliver personalized local service using the Zip Code Router.

Veracity Networks

"Veracity" stands for integrity and truth, which is what we strive for every day. By servicing our clients since 1987, Veracity recognizes that businesses have varying needs and that it takes a variety of products to meet those needs. As a result, Veracity combines different products and capabilities to create a custom telecom solution for each client.

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