



IVR Manager

The simplest and cost effective autoattendant you need for your communication system.

The easiest way to integrate IVR features on your communication system

How long your customer wait an information?
How many calls went through the wrong person?
Have you ever thought to use an auto-attendant system? Do you think it would be complicated and expensive?

Thanks to IVR Manager has never been so easy!
IVR Manager gives you the possibility to add to your system all the auto-attendant features such as welcome message or day-night message, which are not integrated in your communication system by default.

Increase the efficiency of every company

IVR Manager gives you the possibility to manage customer requests trough a vocal self service, addressing the calls in relation to customer needs giving at the same time customizable vocal messages or information.

IVR Manager can be used in different scenarios and is suitable for: customer care, help desk, shipment or PO tracking, administration information.

Grant an easy en professional service to your Customer

The implementation of an IVR service higher the quality in the customer's every day contact with your company.

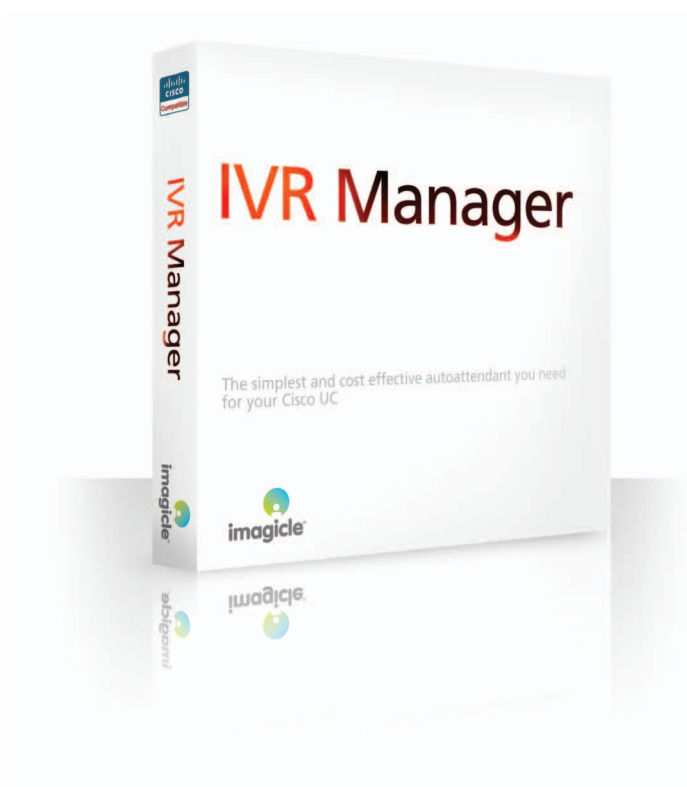
IVR Manager helps you to:

- reduce customer waiting time
- give automatically the easiest answer or FAQ
- provide information in the easiest way
- higher the Customer Care quality level
- manage in the best way your contact center resources

Cheap & easy to use

Using the web interface is possible to define different call answer profiles, customizing audio prompt and telephone numbers where calls are redirected.

IVR Manager can also manage usual and unusual behavior, even on the base of the time or day of the week. Thanks to this feature is possible to define a precise call flow based on your company schedule.



IVR Manager

Optimises, supports, improves

- Reduces customer waiting time
- Manages requests automatically
- Economical and easy to install and manage
- Integrated with the Stonevoice Application Suite
- Compatible with all Cisco UC platforms



Customizable on your needs

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All the behaviors you need, ready to use

IVR Manager includes a collection of preset behaviors ready to manage the most of the common needs of a company :

- **Basic Auto Attendant**
Answers calls presenting a prompt and it then tries to connect an operator.
- **Blast Call**
Answers incoming calls and makes groups of 3 phones ring together.
- **Direct Inward Dial**
Prompts a welcome message asking to digit the extension required or wait for operator.
- **Hunt Groups**
Tries to connect a list of operators.
- **Multiple selections**
Asks the caller to press 1 digit and the call is forwarded to a specific extension.
- **After-Hours standard**
It prompts a night message and allows the caller to leave a message in the voicemail (if present).

- **After Hours blast**
Prompts a night message and makes specific groups of phones ring together.
- **Void**
Needed for those behaviours where the call just needs to be connected as defined by dial peer.
- **Multilevel**
Based on the key pressed it prompts the caller a message or makes an extension ring.
- **Auto route**
Route calls to different extension based on calling number.
- **0 dial option for voicemail**
Is an IVR script able to catch the call when redirected to a user's voicemail and prompts the caller to dial 0 to be connected to the operator or dial 1 to be connected to the user's voicemail.

Requirements and compatibility for IVR Manager

Imagicle software solutions are run with a deep integration to the telephone and network infrastructure of your Company.

For this reason, before installing these solutions, please verify the requirements and compatibility with the telephone systems.

Interoperability with platforms and system requirements are continuously updated; you can verify them on our website in the sections dedicated to the product specification pages.

IVR Studio

Flexible, powerful and easy to integrate.



Should you need an even more powerful tool you can use IVR Studio. IVR Studio is the solution to develop custom applications for IVR, with a graphical editor that simplifies and speeds up the design and implementation.

With IVR Studio, you can implement all the behaviors that you want defining tree menus which are completely flexible and customizable, with messages you can define according to operational requirements of your company.