AUTOMATED TELEPHONE ANSWERING SERVICE

CONNECT ME – REDUCE AVERAGE HANDLING TIMES AND COSTS

Connect Me will professionally greet callers and prompt them to simply say the name of the person, department or service they require and route them to their desired destination quickly and efficiently.

Perform the services of the switchboard operator by routing calls through the use of speech recognition reducing traditional switchboard costs by up to 95%

Connect Me allows internal and external callers to contact each other easily using only one number and without using directories by simply speaking the name of desired party

You no longer need to update and distribute internal directories, staff simply speak the name of any of their work colleagues to be connected.

Connect Me provides an Intranet based searchable view of the company directory that can also be CTI-enabled for 'click and dial' functionality.

This solution can be extended to be an external Corporate directory.

Always available, reducing call waiting times, improving customer satisfaction and allowing calls to be routed 24/7.

Completely scalable from a few calls to many 1,000's of calls a day.
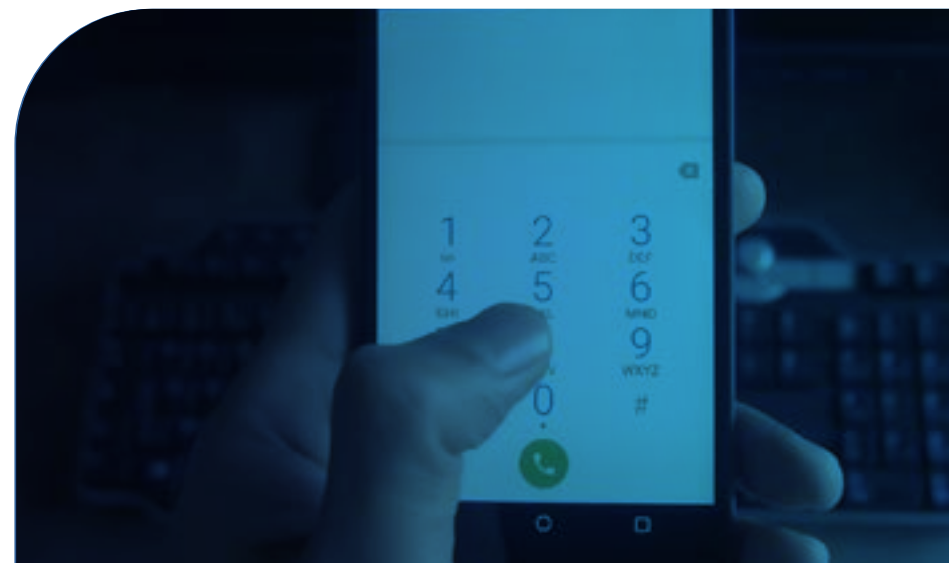
BENEFITS:

By utilising the latest in Integrated Voice Response (IVR), the Connect Me application can:

- Cut internal calls to operators representing up to 40% of all operator calls

- Synchronise with Active Directory and PBX Directory for improved efficiency, performance and accuracy

- Increase availability of service to your customers to 24 hours a day, 7 days a week

REDUCE CALL-HANDLING COSTS BY UP TO 90%

CONNECT ME TAILORED FOR YOUR NEEDS

The following options can be configured within the Connect Me application:

- Navigation via speech, keypad or a combination of both

- Integration with Active Directory and integral PBX Directory for automatic synchronisation so it is always up to date

- Connect Me can be configured to allow external callers access to only a limited subset of the directory, but staff can have access to the entire database

- Company Business hours can be setup so that 'out of hours' special messages can be played to callers

- Connect Me can work with other 'Me' modules, such as ID Me, to further reduce call transaction times

- Standard reports available in many formats including Web browser, PDF and Excel

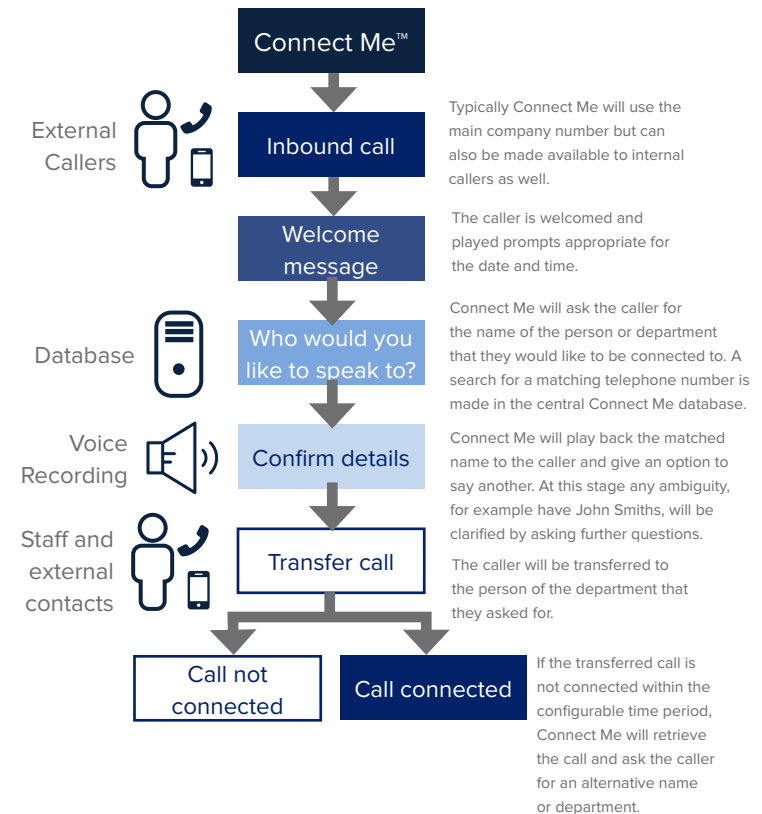- Professional voice and music recording reflecting corporate brand identity

SETTING NEW INDUSTRY STANDARDS

- Connect Me provides the lowest entry pricing in the marketplace returning the highest ROI's

- Over 200,000 calls a day and 1million calls a week being efficiently managed

- Since launch over 250m calls processed

A FLEXIBLE APPROACH

Connect Me™ is a key application module within our 'packaged' Self Service suite and can be integrated seamlessly into your existing environment either as a standalone module or collectively with other Me application modules. These packaged solutions are available as either on-premise or hosted deployments providing reliable, flexible and scalable on demand services.

THE CONNECT ME CALL FLOW PROCESS

Connect Me™

External Callers → Inbound call
Typically Connect Me will use the main company number but can also be made available to internal callers as well.

Welcome message
The caller is welcomed and played prompts appropriate for the date and time.

Database → Who would you like to speak to?
Connect Me will ask the caller for the name of the person or department that they would like to be connected to. A search for a matching telephone number is made in the central Connect Me database.

Voice Recording → Confirm details
Connect Me will play back the matched name to the caller and give an option to say another. At this stage any ambiguity, for example have John Smiths, will be clarified by asking further questions.

Staff and external contacts → Transfer call
The caller will be transferred to the person of the department that they asked for.

Call not connected   Call connected
If the transferred call is not connected within the configurable time period, Connect Me will retrieve the call and ask the caller for an alternative name or department.

DIGITAL RECEPTIONIST

CONTACT OUR APPLICATIONS TEAM

Every one of our applications is designed around your needs. Be it a notification system for when a call is close to collapse, a self-service function that increases security and reduces hassle or innovative analytics for informed change.

We create packaged applications that are quick and easy to deploy, delivering immediate benefits to your business.

Personalised recording
Tailored to your brand and business

24/7 availability
Easily accessible

Efficient
Consistent customer experience

High ROI
Reduction in costs

GET IN TOUCH

IP Integration Ltd
Integration House
Turnhams Green
Business Park
Pincents Lane
Reading, Berkshire
RG31 4UH

0118 918 4600

enquiries@ipintegration.com

www.ipintegration.com

linkedin.com/company/ip-integration

https://twitter.com/ipiltd