

IVR Virtual Assistant

Improve Your Inbound Queue & Reduce Dropped Calls

Noble® IVR Virtual Assistant from Noble Systems works with our Interactive Voice Response system to help you provide improved service in your inbound call queue. With **IVR Virtual Assistant**, you can enrich the 'on-hold' experience by freeing your customers from the hold queue without losing their place in line. The system is also ideal for after-hours callback requests. **IVR Virtual Assistant** can help you reduce dropped calls and customer hang-ups, and achieve greater client satisfaction.

■ Announce Average Wait Times & Offer Automated Callbacks

- Use *IVR Virtual Assistant* to notify callers of the average wait time.
- Offer the caller a callback, rather than remaining on hold.
 - > State the customer's phone number (using CLI)
 - > The caller reserves a place in the queue, without remaining on hold
 - > When the next available agent is ready, the system automatically calls the customer back for service
 - > Caller can choose to enter a different phone number or to schedule a time for the callback

■ Callback & After Hours Support

- Use *IVR Virtual Assistant* to greet customers calling after-hours.
- Offer the customer a return call for the next day.
 - > State the phone number or allow them to enter a different number
 - > Allow the customer to set a scheduled callback date & time



Noble IVR Virtual Assistant improves the customer experience for callers in the hold queue, reducing the number of dropped calls & customer hang-ups and improving customer service.

A woman with long dark hair is shown in profile, talking on a red mobile phone. Overlaid on the right side of the image is a blue and white IVR menu. The menu text is as follows:

Thank you for calling ABC Ltd. The estimated hold time is 5 minutes.

Press 1 if you would like to continue to hold.

Press 2 if you would like to hang up and receive a callback. We'll keep your place in line and call you on 0161 772 0100 when the next agent is available.

Press 3 if you would like us to call you at a different phone number. We'll keep your place in line and call you at the new number when the next agent is available.

Press 4 if you would like to receive a callback at a different time or date.