



GLOBALTELECOM
In touch with the world



IVR Services

Interactive Voice Response routes customer enquiries. The customer uses this technology in which a touch tone telephone interacts with a database. The customer interacts with a phone system by picking from a service list which will direct the call to response most applicable to the enquiry

Automated Surveys collect data quickly and efficiently with our data collection service, faster and cheaper than direct mail and fax.

Blended IVR is a dual IVR service with a blended call agent, so if your staff are busy we can automatically divert the calls to the IVR

Custom IVR in a range of IVR packages, but alternatively we can design you a custom IVR package.

Competition Lines can be set up a premium rate number for a competition and use IVR as a method for your users to submit answers. The messages can then be emailed to you in .wav format.

Recorded Information Messages keep your customers, colleagues or employees well informed with updates that they can listen to.

Voice & SMS alerts a hosted notification service that allows you on to contact and inform a number of people such as staff and customers

Virtual Switchboard are custom greeting with options that direct your callers to the appropriate location depending on the choices you provide.

Emergency Notification can implement any number of emergency call messages.

Voicemail Messaging will answer your call, play a pre-recorded announcement and then record a message for retrieval at your convenience.

Voice Recognition allows your business to efficiently manage complex customer transactions at a low cost compared with a commitment to technology that quickly becomes outdated.

Route your customer

Cost effective business solution

Provide quicker and more effective customer service by opting for an IVR package

Reduce the cost of hiring live agents

Self-sufficient business alternative

Great for competition lines and surveys

Call 08000 277 772

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