



**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manage complex customer transactions at a low cost compared with a commitment to technology that quickly becomes outdated.

**Virtual Office Applications** let your callers choose from a series of options in order to give the appearance of having several departments.

**Route your customer enquiries**

**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

info@global-telecom.co.uk

www.global-telecom.co.uk