



Our Business Consultants can help you optimize your IVR so it delivers a best-in-class experience that truly help your customers.

- Reduce agent handle times and call abandonment rates
- Increase customer satisfaction
- Identify what's not working and recommend best practices
- Develop a proactive experience to customize your customers experience based on your relationship

» Business Consulting

Optimize Your IVR and Enhance Self-Service

Does your IVR really hit the mark? Long handle times, high abandonment rates, and poor customer self-service options can have a direct impact to your bottom line. Optimizing your IVR and enhancing self-service options are some of the most effective changes you can make for increasing customer satisfaction.

We can help you get there. You'll work with a team of inContact Business Consultants who will identify potential gaps in your IVR's functionality and will custom-design your Customer Experience Diagrams, utilizing industry-leading best practices.

Our experts will help you:

- Understand implications of an underutilized and outdated IVR
- Effectively track and enhance your customers' experience with your IVR
- Measure the impact of consistent messaging and IVR scripting
- Review your CRM system for potential integration
- Identify inconsistencies in your existing customer experience

This month-long engagement is divided into four phases: Analysis, Discovery, Gap Analysis, and Presentation of Recommendations.

At the conclusion of the engagement, our consultants will present their top recommendations which highlight potential ROI and customer experience enhancements, and will thoroughly discuss your newly designed Customer Experience Diagrams. You'll also receive a customized Final Report detailing best-in-class recommendations discovered through gap analysis. This playbook will provide detailed analysis of where you are today and what you need to adjust to fully optimize your IVR.

What will you get?

We follow a proven four-phased methodology in order to achieve optimal success:

Phase 1: Analysis (Week 1, Remote)

- Analysis of business processes, documentation, existing solution and technology, and contractual or business limitations
- Develop a thorough knowledge of operations and business
- Pre-interview preparation based on documentation analysis

Phase 2: Discovery (Week 2, Two Days On-Site)

- Key stakeholder interviews and contact center observation
- Evaluation of current business practices and requirements
- Comprehensive understanding of existing solution and customer experience, and gain a full understanding of company and organizational culture
- Initiate development of your fully customized Customer Experience Diagrams

Phase 3: Gap Analysis (Week 3, Remote)

- Identify opportunities for optimization and analyze current gaps
- Recognize areas for customer experience and operational enhancements, and cost saving opportunities
- Complete Customer Experience Diagrams and Final Report

Phase 4: Presentation of Recommendations (Week 4, Remote)

- Executive Presentation of process, analysis, and key recommendations
- Thorough walk-through of your customized Customer Experience Diagrams
- Distribution of Final Report (soft copy)

At the conclusion of the engagement, our consulting team will present their top recommendations which highlight potential ROI, brand recognition, and customer experience enhancements. You'll also receive your fully optimized Customer Experience Diagrams and Final Report detailing best-in-class recommendations discovered through gap analysis.

To learn more or to request a detailed proposal, please email us at BusinessConsulting@incontact.com.