LiveVox's IVR

Automate Self-Service & Optimize CX with a Drag and Drop IVR Builder
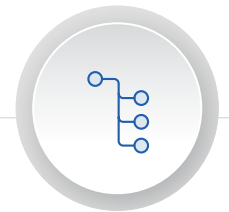
LIVEVOX

Deliver a better user experience & improve operational efficiency quickly & without hassle.

Incorporating an IVR as a part of your self-service strategy can have a big impact on customer satisfaction and improve your business processes.

LiveVox's IVR gives you the keys to create cross-channel self-service journeys that are custom fit for your customers. The LiveVox IVR is more than a voice solution. It's a next-level omnichannel automation tool that leverages the power of Artificial Intelligence and is fully customizable, so you can configure what works for your business.

LiveVox's IVR

1. Contact Flow Editor

LiveVox makes creating IVRs easy with Contact Flow Editor, a powerful IVR builder with an intuitive, drag and drop interface. **Browse through ready to use IVR templates,** designed with industry best practices in mind. Augment your customer self-service options with **caller verification, triggered SMS, virtual hold queues, or 40+ other pre-built modules.** Use your customer data, make intelligent routing decisions, and customize agent workflows with no development involved, or use our advanced modules to write code and configure third party integrations. Contact Flow Editor gives you the tools to optimize your customer experience and craft the ideal IVR for your business.
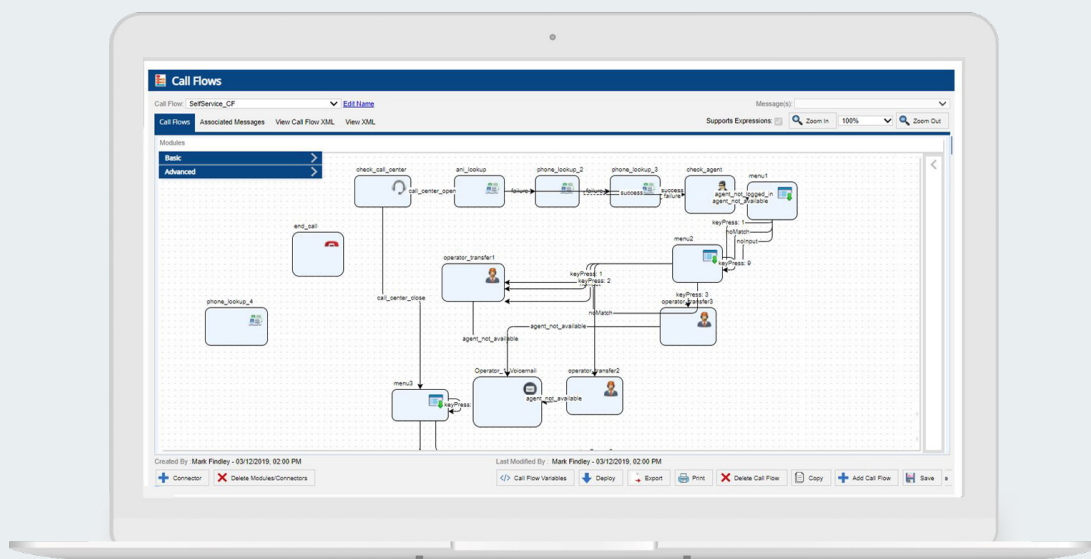

2. Message Editor

LiveVox's IVR is nimble and adapts quickly to changes in your business. Message Editor lets you modify your IVR message in minutes, so you can inform customers about new promotions or an unexpected change in office hours. With multiple ways to create new messaging, you can upload your own recordings, utilize our **multi-language Text to Speech (TTS) capabilities, or leverage our library of professionally recorded voice prompts.** Access our library of voice talent to record prompts and messages withone of your choice.

3. Customer Lookup

LiveVox's IVR integrates seamlessly with our other products. **Supercharged by advanced AI processes, you can match callers with your customer records** in Contact Manager using a phone number, account information, or other data on file. Further verify the caller's identity using date of birth, last four of social, and more. The customer lookup workflow is fully customizable, so you can configure what works for your business. **Agents will see customer data, along with what transpired in the IVR plus the customer's call, SMS, email, chat, and ticket history.** Our Unified Data Model consolidates information in one place, so customers do not repeat themselves, and agents have the information they need to deliver exemplary service.

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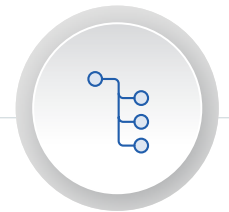
Advanced Routing

Personalize your customer's IVR journey based on what you know about them, leveraging our pre-integrated AI capabilities to facilitate even smarter flows. **Use the customer's profile to determine which self-service options they can access** within the IVR. The customer profile and their IVR selections are always available for subsequent branching decisions. When it's time to transfer to an agent, our routing options make it simple to match customers with appropriately skilled agents, give VIP customers priority within the hold queue, or reconnect customers with the last agent they worked with. **Advanced Routing allows you to incorporate intelligent routing decisions into your IVR,** so you can improve the IVR self-service experience and connect customers to the right agent the first time.

Our Unified Data Model consolidates information in one place, so customers do not repeat themselves, and agents have the information they need to deliver exemplary service.

First Name:	John
Last Name:	Doe
Contact Number:	QA12345
Phone Number:	4088390384
Contact Group:	1009187
Company:	LiveVox
Email Address:	edevera@livevox.com

Omnichannel

LiveVox IVR is more than a voice solution. Use our omnichannel features to send a confirmation email when a customer pays within the IVR or follow-up with an SMS when someone hangs up in the hold queue. Contact Flow Editor's email and SMS modules work just like voice modules, so you can **drag and drop them anywhere in your IVR workflow.** As more customers grow to expect digital engagement, LiveVox IVR makes it easy to integrate all your channels for a seamless experience.

Integration

While LiveVox IVR is **fully integrated with our CRM and multi-channel products,** it also offers flexibility to integrate with third party systems. The API module within Contact Flow Editor allows you to use REST APIs to interact with your existing systems and payment processors. All API response data is available for subsequent IVR routing decisions and on the agent desktop. Additionally, LiveVox IVR is a "bring your own bot" environment and also features standard integrations with leading AI providers like Interactions, Voca.AI, and more to support a virtual agent experience.