

Interactive Voice Response Solution



Gathering feedback from your customers is crucial to providing them with better service. Sometimes that means gathering customer feedback as quickly and as close to a transaction occurring as possible—while an experience is still fresh on a customer's mind. Moreover, if your customers prefer providing their feedback verbally, sometimes utilizing an interactive voice response (IVR) system can be the best answer. Allegiance can help.

Instantly collect feedback verbally

IVR is a great way to gather customer feedback verbally, save time and money, and improve your customer service levels. The reason is that it allows customers to call a phone number and verbally give their feedback (e.g. compliments, complaints, concerns, etc.) or take a survey without having to wait for or interact with a live agent. Plus, instead of having to hire an interviewer to conduct surveys, IVR surveys can be automatically delivered.

In addition, in a contact center environment, once an agent completes a call, a customer can either be automatically routed to an IVR survey, or choose to agree to participate in a survey by pressing a number on their telephone keypad.

All the tools that you need to capture & analyze feedback

Allegiance offers an IVR solution that is currently available with Allegiance solutions. This technology, offered as a software as a service (SaaS), allows you to:

- Capture feedback verbally in real-time by setting up an inbound telephone call-in system that customers, employees, partners, etc., can use to provide feedback 24/7/365.
- Automatically transfer callers to an IVR survey.
- Pre-record post-transaction and ad-hoc surveys and feedback forms that callers can respond to via voice or using their telephone keypad, and automatically have that data transferred into the Allegiance system.
- View feedback responses and play back recorded comments.
- Create reports and display your IVR feedback results side by side with other customer feedback data that you've received via the web, e-mail, etc.

Allegiance IVR solutions can be applied in a variety of different ways, including for:

- Feedback collection and management
- Surveys and polls
- Market research
- Training program evaluations
- And more

Using Allegiance IVR technology is easy:

- Minimal or no hardware or software to purchase or install
- Ability to capture multi-language feedback
- Unlimited survey questions
- Automatically sends service recovery alerts regarding dissatisfied customers to senior managers
- Able to branch to open-ended survey questions based on question response
- Real-time reporting of feedback results
- Can be customized to meet your company's specific needs

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Features offered by the Allegiance IVR solution include:

- Recorded voice responses
- Complex response analysis and branching
- Phone survey questions and responses
- Phone menu branching
- Text to speech data question insertion
- Transcribe button – Allows you to transcribe voice recordings
- Transfer respondent to a live interviewer

Ongoing support for your IVR solution

The Allegiance professional services team is standing by and is ready to assist you with a host of IVR needs, including:

- IVR development, deployment, integration, configuration, and programming.
- Assigned account management/support
- Real-time feedback program administration and monitoring

A big idea that's part of a bigger solution

Customer-oriented solutions are just part of the overall Allegiance platform. We also apply our technologies and service expertise to employee engagement and survey solutions. Ask about solutions that will complement your Customer efforts—and see how the full Allegiance Engage platform can affordably bring you the benefits of all.

The Allegiance Family of Solutions



The Allegiance Engage platform delivers convenient, cost-effective Software as a Service (SaaS) solutions. They require no hardware or IT support.

“Many businesses are turning to IVR technology to help them minimize costs and increase efficiency. The Allegiance IVR solution allows companies to accomplish both of these goals by automatically deploying pre-recorded phone surveys and also verbally collecting customer, employee and partner feedback in real-time 24/7/365 in a way that minimizes agent involvement.”

Chris Cottle, VP of Marketing, Allegiance

For more information, visit www.allegiance.com
To contact Allegiance Sales, call 801.617.8000

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