



# OpenScape Cloud Contact Center **IVR**

Intelligent self-service made easy with cost effective  
hosted IVR software



## Customer satisfaction without the cost

A powerful self serve option with the cost savings and flexibility  
of the cloud.

Support more  
customers, more  
of the time, and for  
less money, with  
self-service.

Your customers want choice, speed  
and convenience. You want to increase  
satisfaction and reduce your operational  
costs. OpenScape Cloud Contact Center  
IVR does it all.

Optimizing the call flow, you can give  
your callers the results they need,  
fast - whether they choose to self-serve  
or be directed to live agent assistance.

It's delightfully simple to use: the  
drag-and-drop call flow editor lets you  
create custom call flows on-demand.

Plus, you can make call flow adjustments  
on-the-fly - instantly addressing the  
changing needs of both customer and  
contact center.

### Self-Service Capabilities

Automate caller requests through the IVR  
to get customers moving quickly. They can  
request a live agent at any point - enjoying  
multiple contact options and ultimately  
a significantly improved experience

### IVR Reporting

Interrogate your IVR to see where callers  
drop out or get stuck. And follow the  
contact throughout the IVR to view the  
navigated path of each customer.

### Database and CRM Connectivity

Integrate your IVR data into your CRM  
and other line of business applications -  
and help agents handle calls more  
effectively. A full range of integration  
options are available so your cloud IVR  
application can query a wide range of  
external databases and CRM systems.

### Speech Recognition

The easiest way for your customers to get  
help. They simply say what they need,  
when they need it - and OpenScape Cloud  
Contact Center IVR responds.

# Flexibility, Scalability, Reliability, Security

Everything you need to run a world class contact center.

## Security

You can trust OpenScape Cloud Contact Center IVR to keep all customer information safe - through network operating and database security. Plus, with redundant firewall protection, external IP network monitoring, SOX compliance and PCI data security, peace of mind comes standard.

## Visual Call Flow Development

Create and edit call flows quickly and easily to fit your business needs. Forget limitations imposed by equipment, software or vendors. In house and on the fly, our visual drag-and-drop tool makes call flow changes quick and easy - without Professional Service involvement.

## Flexible IVR Configurations

- Self-service that allows your customers to verify a payment, ensure a shipment is on its way, or update their account information without ever speaking to an agent
- Basic menuing by department, category, language, or need
- Use the IVR as an outbound dialer to reach your customers for proactive customer service
- Once the call is in the IVR, we can send the call to any phone system you need
- Multiple handling paths can be created to support one or more switched or toll-free numbers.

## Scalability

Our hosted IVR can take as many, or as few, calls as needed - so you can scale up and down on demand.

## Business Benefits

- Fast return on investment
- Lower costs when volumes are low by handling seasonal spikes through a pay-per-use billing model based on call volume
- Improved adoption of your self-service application through detailed reporting and complete visibility into IVR usage
- Enhanced user choice and experience
- Reduced costs by reducing agent call volumes
- Reduced call times by gathering information from callers before they ever talk to a live agent
- Reduced down time thanks to our geographically redundant cloud IVR
- Increased control through the flexibility to manage exactly how you want the IVR software to handle inbound calls
- No integration issues with our 'no-impact' add-on to your existing PBX or phone system. Your phone numbers are simply re-pointed to ring into our cloud contact center - where the calls are answered and managed according to the rules you've created.

## About Unify

Unify—formerly known as Siemens Enterprise Communications—is one of the world’s largest communications software and services firms. Our solutions unify multiple networks, devices and applications into one easy-to-use platform that allows teams to engage in rich and meaningful conversations. The result is a transformation of how the enterprise communicates and collaborates that amplifies collective effort, energizes the business, and dramatically improves business performance. Born out of the engineering DNA of Siemens, Unify builds on this heritage of product reliability, innovation, open standards and security to provide integrated communications solutions for 75% of the Global 500. Unify is a joint venture of The Gores Group and Siemens AG.

[unify.com](http://unify.com)



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Reference No.: A31002-P3010-D101-2-7629

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**UNIFY** Harmonize  
your enterprise

Formerly Siemens Enterprise Communications