

# Hosted IVR

## Hosted IVR (Interactive Voice Response) Systems Improve Customer Experience, Reduce Costs, and Lower Compliance Risks

For many businesses, live customer service representatives (CSRs) are a costly expense and don't provide customers with the always-on experience they've come to expect. Matching business hours to customer inquiries and customer payments doesn't always work either. Plus, most customers are frustrated with the challenges of a live phone call and businesses who accept payments over the phone open up opportunities for fraud and noncompliance.

With a hosted IVR system, your team can improve the customer experience, reduce contact center costs, and lower your compliance risk

**More than  
50%**

of all customers prefer self-service over speaking with a representative.

**Over  
70%**

of all customers get 'extremely frustrated' while waiting on hold.

**Only  
27.9%**

of global organizations successfully maintain full compliance with the PCI DSS.

## CORE's Hosted IVR Offers



### A Better Way to Connect With Customers

Get your customers the information they need when they need it. With a hosted IVR solution, your business can direct customer inquiries to the right department, accept payments through an automated system, and deliver pre-recorded answers to specific questions (business hours, updates to your service products, etc.). A hosted IVR solution can help you make sure your customers always have the information they need.

- Automated voice, text, and email notifications
- Personalized notifications about payments due, subscription renewals, appointments, weather alerts, special events, personalized offers, and more
- Timely updates about service outages and when service will be restored



### An Improved Customer Experience

With IVR, your customers can call any time, any day for real-time balance inquiries, payments, and more. Poor customer service results in a \$75 billion loss every year. Instead, put the customer experience at the forefront and offer an always-on call-in experience.

- Accept payments by phone 24/7/365
- Provide multilingual payment and account support
- Connection to your data systems provide customers with rapid account updates
- Support for transferring callers to local CSRs



### A Reduction of Contact Center Costs

Create intelligent voice automation for routine tasks so that you can save CSR bandwidth for higher value customer support. CORE's IVR solution integrates seamlessly with your existing systems, saving you time and reducing costs.

- Flexible adaptation to your specific business process or call flow
- Compatibility with all phone systems
- Unlimited inbound call volume
- Automated outbound calling for payment reminders or alerts
- Option to add convenience fees and service fees to credit card and/or ACH transactions to offset costs



### A Better Way to Stay Compliant and Lower Compliance Risk

Offload your PCI DSS concerns and join the elite 27.9% of global organizations that successfully maintain full compliance. With a payment option that bypasses a live CSR, you can maintain compliance, reduce risk of fraud, and keep both your customer and your business safe.

- CORE's IVR platform receives annual PCI DSS Level-1 certification audits
- NACHA and HIPPA compliant

## The CORE Hosted IVR Experience



### Improve Customer Experience

Offer a better customer experience with a hosted IVR solution. Direct customers to the right person, department, answer, or automated assistant without making them wait on hold or in a long queue line.



### Reduce Costs

Automation frees up CSR resources to spend more time on challenging customer service issues. Instead of adding more headcount, your team can focus on more strategic work.



### Stay Compliant

Reduce the risk of fraud and noncompliance. CORE's hosted IVR platform boasts a PCI DSS Level-1 certification and is also NACHA and HIPPA compliant.

## TRANSFORM YOUR PAYMENT EXPERIENCE



PCI-DSS Level-1 Compliant Platform



Anywhere, anytime, any device access



Actionable reporting and insights



 [corebt.com](https://corebt.com)

 866.567.CORE (2673)

 950 Warren Avenue, Suite 400,  
East Providence, RI 02914

