



IVR Payments with 'AUTO IVR'

What is it?

PCI Telecom's AUTO IVR is the jewel in the crown of our IVR Payments offering as it allows us, and our customers, to configure an IVR service to do pretty much anything they want. They can do this by creating services using building blocks which include:

- ⌘ Messages (*"Welcome to Telecoms Advisor!"*)
- ⌘ Random Messages (*"For the first 1000 calls do X, then do Y..."*)
- ⌘ Menus (*"For sales, press 1. For accounts, ..."*)
- ⌘ Time and Date based routing (*9am - 5pm Monday-Friday, send calls to my office*)
- ⌘ Voicemail boxes (*"Please leave a message after the tone..."*)
- ⌘ Queues (*"Someone will be with you shortly... we hope!"*)
- ⌘ Queued call-backs (*"Save your place and we'll call you back..."*)
- ⌘ Digit collection (*"Please enter your mobile number."*)
- ⌘ Email & SMS notifications (*"How do you want to be told about 'stuff'?!..."*)
- ⌘ HTTP(s) integration (*"Check the database for your account OR post details about X or Y to..."*)
- ⌘ Call Broadcasts (*"Send the following message to these numbers..."*)
- ⌘ CLI and Region Mapping (*"If this call comes from York then..."*)
- ⌘ Switchboard (*"Please enter the extension you require..."*)
- ⌘ Short recordings (*"At the tone, please say your full name..."*)
- ⌘ Buy a product and process credit cards (*"Fully PCI-DSS compliant Level 2 for telephony and Level 1 for card processing..."*)
- ⌘ IF nodes (*"If you know what to do, then {} else {}"*)
- ⌘ SET nodes (*"Take information gathered from X and add to Y to give Z..."*)
- ⌘ Database initiated IVR (*"Starting a call via third party activation, such as a database query..."*)

We refer to these building blocks as "nodes" and while some of them are really simple (such as playing a list of messages), some contain so many features that the configuration options alone are highly complex and take hours of configuration and testing.

Things you can use our AUTO IVR for:

Using a bespoke AUTO IVR configuration, you can create a customised solution that does everything our 'basic call routing' services do, whilst adding on extra nodes to play messages, menus or anything else to make an enhanced service.

If your requirements include collecting data from the callers, such as taking orders, our nodes relating to data collection are easily configurable. These tend to be collection of DTMF digits (phone number, other numbers or menu options) or short recordings (voicemails, name/address/postcode recordings).

We occasionally get asked about speech recognition, for example where a caller says their postcode and the system looks it up. We do not offer such services ourselves but have established relationships with companies that do and can offer joint solutions.

Telephony services can be made considerably more useful if they can draw on information from other systems. For example, a ticket sales system might allow sales to be done online, via an automated payment line (APL) or at a box office, but all three of these must be constantly aware of what tickets are available and which have been sold.

In this and many other cases, a company will have a database at the heart of their IT operations, and the key to them making full use out of a telephony system might be in the ability of the telephony and their database to talk to each other. This is where PCI Telecom's range of third party integration options comes in.

Our telephony services can be configured to communicate information with remote systems by means of HTTP(S) requests, email, FTP and event text messages. These options allow data collected during a call to be sent off, and responses (especially in the HTTP(s) request case) returned that can include data that the telephony service can use.

Processing information:

An advanced offering of our system is to allow the data collected during the call to be processed and affect the way the call is handled. Using the **IF** node (conditional execution) and **SET** node (basic data processing) you can build quite complex services.

This level of bespoke AUTO IVR programming comes close to the sort of programming required to build truly custom solutions for our customers. We offer full training and support options for all of our complex IVR configurations!

Making the data available to you:

Once the data has been collected, we offer many ways to get it to you:

- ✉ [Email](#) → we can send an email with the subject line and the body of the email specified in the configuration and including the collected data in whatever way you choose. Any audio recordings are attached as MP3s.
- ✉ [Web site download](#) → the details of one specific call can be seen in that call's details page, or you can download a ZIP file with the data from all calls over a specified date range.
- ✉ [Daily/weekly FTP file \(or email\)](#) → our system can package up the data for a day or week and send it to a specified FTP or email address.
- ✉ [HTTP request](#) → for the more technical customers, our system can make an HTTP request with the data.
- ✉ [EV Secure Server](#) → for customers using our data holding and card reports services with their own card processing suppliers, we offer Extended Validation (EVSSL) web access on our own dedicated servers.

Setting up and configuring bespoke AUTO IVR:

Configuring a bespoke AUTO IVR is one of the many things that our web site allows you to do through our self-service approach. You can set these services up on phone numbers of your choice, configure them and reconfigure them without needing to wait for anything from us!

You can test your configurations as you create them. As you build up the service by adding each node, you can make a test phone call there and then and see how it works and sounds. You can then make a backup, or work on a second copy while the service is live if you need to.

Some examples:

- ⌘ A company with many different customer types can look up the CLI of the caller in the database. This allows a custom menu to be played with options that are relevant to that customer.
- ⌘ A financial institution can offer telephone banking facilities for account balance, transaction history, bill payment and money transfer etc., using a self-service application.
- ⌘ A taxi company can look up the caller's number to see their frequently chosen journeys and offer these automatically.
- ⌘ A breakdown company can locate the caller from the position of their mobile phone.
- ⌘ A company can take credit card payments using an IVR. PCI-DSS compliant credit card authorisation can be carried out by an IVR removing the requirement for restrictions within the contact centre and data storage regulations.
- ⌘ A utility company can take meter readings, address changes and burst pipe or power failure information automatically preventing large call peaks.

Client Testimonial

Regal Credit

“After initially working with PCI Telecom to help maintain and manage our non-geographic number ranges, over the years we have developed our relationship with them to incorporate a wide range of communication services. We now have an inbound AUTO IVR with integrated APL (automated payment line), outbound SMS gateway to alert our customers to late payments or general account enquiries, cheaper outbound calls and fixed line contracts helping us to reduce our telecoms overhead & integrated web payments www.regalcredit.co.uk with real-time reporting and a dedicated server with EV SSL on the domain. One of the key reasons we have trusted PCI Telecom with our communications is their desire to assist us in any way they can. Day or night, we know we can always contact someone with specialist knowledge and excellent customer service. “

Nigel Rutzler

Regal Credit is a specialist consumer debt agency based in Surrey. Setup in 1983 they have a large client base including the banking and utilities sectors. Nigel Rutzler is a Director at the company with responsibilities including communications.