



From the RX pad of the **IVR Doctors**

Specializing in
Automated Phone System
Diagnostics & Optimization



“Happy” New Year!? Your IVR is at the “end of its life.”

“I’ve wanted to update our call flows for a while, but no one would focus ... now they have to!”

“Our technology vendor will no longer will support touchtone ... what will we do now?”

How often have we heard, or have you said, something like this? Your IVR has been a workhorse, plugging along, not quite perfect, although small changes (sometimes with negative consequences) have been made over the years. It’s on the list of customer -- and perhaps senior management -- dissatisfiers.

Now your IVR is at its “end of life,” and something has to be done. As the writer / poet Samuel Johnson once said, *“Nothing focuses the mind like a hanging.”*

- ★ ***Is it best to simply pull over the existing menus to the new system?***
- ★ ***How can we set up menus and call flows for the next 3-5 years, and increase self-service utilization in the process?***
- ★ ***What’s the best means to pave the way for integration of speech recognition, if at all, into our system?***



The IVR Doctors can answer these and all your other questions. We’ve worked with systems -- large and small -- and we know how to create menus and calls flows that optimize your technology investment and self-service usage. All this can happen while having more customers satisfied with their IVR experience, whether the call terminates within the automated system *or* with a representative. Our IVR Workshops can show you how -- whether your IVR is at ‘end of life’ or just on ‘life support!’

Let us help you use your system’s end-of-life “opportunity” to get it right and position your new platform for new success. Our extensive body of work has strong customer testimonials from your peers, with bottom-line results that have often paid for our work in short order!



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