



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

Specializing in
Automated Phone System
Diagnostics & Optimization



You can be a hero to your CFO or COO: Stop your IVR from bleeding (\$\$\$)!

Every day, trickle by trickle, your IVR may be suffering a death by a thousand cuts. And just because it's not 'emergency room' serious just yet - no major disasters lately - no one notices. The IVR Doctors can diagnose symptoms before they become epidemic.

In our combined 25+ years of doing work on 'IVR patients,' we can count on the fingers of one hand the number of IVR systems that were fully optimized for:

- **Self-service utilization** (*Your C-levels know how every % pays for itself.*)
- **Average handling time within the IVR** (*Telecom charges can eat you alive.*)
- **Proper call routing to skills-based representatives and/or outsourcers** (*Callers dislike being re-transferred, and these costs add up quickly.*)

If you're thinking, "Well, it's expensive to make changes, and we'll get around to it when we have our next major re-programming." ... think again!

YOU CAN'T AFFORD TO MISS A VISIT TO OUR IVR CLINIC - TODAY!

You may think that this is a rather bold statement, but you haven't been involved in one of our IVR client feedback discussions.

In a recent client feedback session, we saved the client \$12,500 in annual telecom charges in the **first five minutes** of our 3-hour IVR Usability Test feedback session! Something in a menu that every one of their million+ callers had to hear could be cut out - **today** - without any effect on the rest of the call flow. They were too close to their system and didn't realize they had such "low hanging fruit." In the rest of the 3-hour feedback session, they learned to save even more!

Clients love paying for a portion of our consulting fees within minutes of introductions around the table! Typical examples of even more substantive evidence of our results:

- **Saved \$250,000 in annual telecom charges**
- **Saved :30 / call in average IVR handling time**
- **5-10% increases in self-service utilization and caller satisfaction**

ANNOUNCING an IVR Doctors & Twenty First Century Communications (TFCC) Webinar

**"Optimizing the Outage
Management Call Flow"**

**Wednesday, November 10
2pm ET
\$195**

- **Learn money savings outage call flow tips**
- **Cure the #1 illness of poorly designed outage systems!**

Click [HERE](#) for more info,
or go to: www.ivrdoctors.com



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