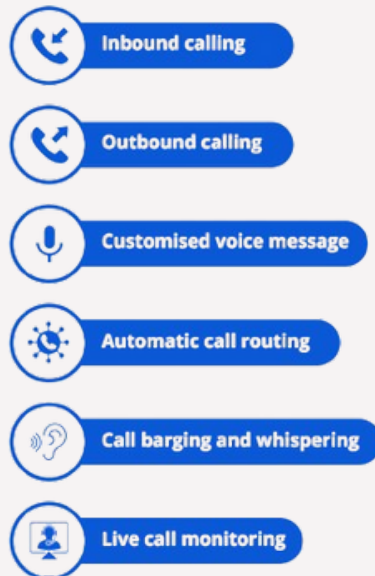


Interactive Voice Response Benefits



Interactive Voice Response (IVR) systems offer several benefits that can enhance both customer experience and business efficiency:

Improved Customer Service: IVR allows customers to quickly reach the information or department they need without waiting for a live agent, reducing wait times and improving satisfaction.

Cost Efficiency: By automating routine inquiries and directing calls to the appropriate departments, IVR reduces the need for a large customer service team, lowering operational costs.

24/7 Availability: IVR systems can handle customer inquiries and provide information around the clock, ensuring support is available even outside of regular business hours.

Personalization: IVR systems can be customized to provide personalized experiences based on customer data, such as previous interactions or account information, making the experience more relevant and efficient.

Increased Productivity: With IVR handling routine tasks, agents can focus on more complex or high-priority issues, boosting overall productivity.

Scalability: IVR systems can easily scale with business growth, handling increased call volumes without the need for additional staff.

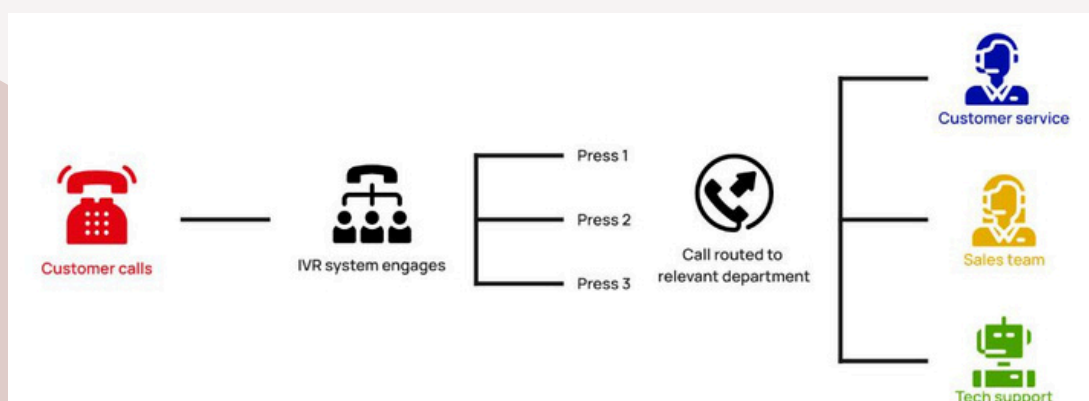
Enhanced Call Routing: IVR efficiently routes calls to the correct department or agent, ensuring that customer inquiries are handled by the most appropriate person.

Data Collection: IVR can gather valuable data on customer needs and preferences, which can be used to improve services and tailor future interactions.

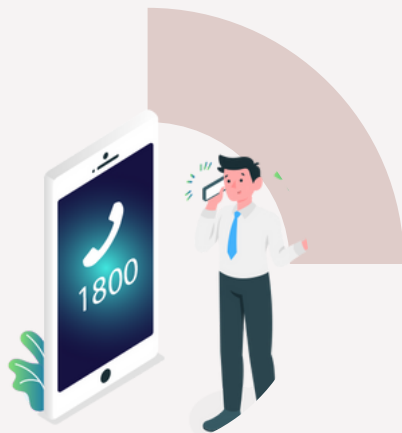
Multilingual Support: IVR systems can offer support in multiple languages, catering to a diverse customer base and improving accessibility.

Compliance and Consistency: IVR ensures that all customers receive the same information and service quality, helping businesses maintain compliance with regulations and ensuring consistency in customer interactions.

How Process Works



Types of IVR



Toll-Free IVR

A Toll-Free IVR with a 1800 number is a customer service solution that allows callers to reach your business without incurring any charges. The 1800 number is widely recognized and accessible from any location within the country, making it easy for customers to connect with your business.

This system combines the convenience of toll-free calling with the efficiency of an Interactive Voice Response (IVR) system, which automates call handling, directs callers to the appropriate department, and provides 24/7 service. The result is an enhanced customer experience, increased engagement, and a more professional image for your business.



10 Digit IVR

A normal IVR (Interactive Voice Response) system using a 10-digit mobile number allows businesses to automate customer interactions through a standard phone line. Unlike toll-free numbers, callers may incur charges based on their phone plan when dialing the 10-digit number.

This type of IVR is typically used by small to medium-sized businesses for routing calls, providing automated responses to common inquiries, and directing customers to the appropriate department or agent. It offers a cost-effective way to manage customer service without the need for a large call center, while still providing a professional and efficient communication channel.

Market Analysis

- **Rapid Growth:**

The cloud telephony market has been experiencing significant growth in recent years, driven by advancements in technology and increasing adoption by businesses across various industries.

- **Market Size:**

According to recent studies, the global cloud telephony market size is projected to reach billions of dollars by [insert projected year], reflecting a compound annual growth rate (CAGR) of [insert CAGR] over the forecast period.

- **Adoption Rates:**

Businesses of all sizes are increasingly turning to cloud telephony solutions for their communication and marketing needs, with small and medium-sized enterprises (SMEs) accounting for a significant portion of the market demand.

10 Digit IVR

150%

Hypothetically, the market for IVR could see a percentage growth of 150% over the past year.

Incoming/Outgoing

200%

Adoption of Incoming/Outgoing as a marketing channel, the introduction of automated calls, and the increasing integration of CRM API by businesses across various industries

Toll-Free IVR

110%

the Toll-Free market witnesses substantial growth of 110% driven by the popularity of instant Call platforms for business communication

Pricing Structure

Exclusive plan for you	
₹ 4,599/month	
Incoming	Unlimited
Channel(s)	2 Pair(s)
User(s)	2 User(s)
Pro license(s)	1 License(s)
After call SMS	0 SMS(s)
Department(s)	10 Department(s)
After call SMS (rental)	0 Way
Outgoing v2	0 Minute(s) (Add. call rate: ₹ 0.55/min)
Fix did(s)	1 DID(s)
Validity	6 month(s)
Package amount	₹ 27,594
Total amount (Inc 18% GST)	₹ 32,561