

# Smart IVR Fallback (Productivity)



Direct dial an extension, but fallback to AI powered bot instead of going to voicemail

## Benefits

- Don't make your customers wait on hold
- Offer help instead of leaving a voicemail
- Effective
- Better user experience

## How **Smart Numbers** Can Help

- Adapt call flow dynamically
- Time based call triggers
- Real time interaction
- Timeout detection

