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Contact Center Solutions Featured Article

October 02, 2013

Radish Systems ChoiceView Visual IVRs Available on Avaya Portals

By [Rajani Baburajan](#)[TMCnet Contributor](#)

Radish Systems ([News - Alert](#)), a provider of mobility solutions for customer service, announced the availability of the ChoiceView "Voice with Visuals" capability on Avaya ([News](#) - [Alert](#)) Portal platform, including the Avaya Voice and Aura Experience portals.

The company now provides ChoiceView REST API for Visual IVRs, which is designed to transform traditional [IVRs](#) from many vendors into True Visual IVRs that work with any network, any phone and most smartphones and tablets.

Once this is done, users can continue sharing during Voice with Visuals live assistance. Users can share any visual content during calls, such as photos, PDFs, forms, URLs, order summaries and video clips.

The advantage of True Visual IVRs is that it leverages existing hardware and software to offer mobile-optimized, unified, [multichannel communications](#) IVR solutions with the same fully functional front-end phone number.

True Visual IVRs powered by ChoiceView cuts call time and costs by more than half in most situations, increases comprehension by 600 percent or more, increases self-service opportunities, and improves mobile user satisfaction and engagement.

The IVR does not have to translate database responses from [text-to-speech](#). This results in increased user experience as well as reduction in the cost of hardware and software.

Further, the ChoiceView REST API solution easily integrates with any current IVR, live assistance and business processes.

"ChoiceView provides a new communications channel for IVRs, with visual menus and visual responses as well as data and photo input," said Richard Davis ([News - Alert](#)), chief technology officer, Radish Systems, in a statement. "The Radish solution allows existing IVRs, such as the Avaya Portal platform, to become visually-enabled with a script change only."

The solution does not affect IVR's call processing or hardware, and mobile

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Featured eBook



All Things Customer Interaction Solutions eBook

It has been said that customer interaction centers are the front door to any organization's value chain. This is an accurate description of the transformations taking place in contact centers as a result

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implement contact center functionality, organizations using Microsoft Lync Server 2010 can follow the unified communications blueprint of

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Interactive Intelligence all-in-one IP communications

software suite integrated with Microsoft Lync helps Bentley save \$200,000 annually.

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users simply call an IVR in the usual way to begin. In case live assistance is needed, the call can be transferred to a service rep with payload delivery and continued visual sharing, Davis said.

Edited by [Rachel Ramsey](#)

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> **Volume Recruiters - Get the Right Man for the Right Job**

Recruiting people is pretty easy, but getting the right person for the right job isn't. It's well known that companies all over the world face the same problem in high volume recruitment - attrition. Why does this happen? Largely, it is due to disillusionment of the staff in the face of great expectations. [[Read More](#)]
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> **Aspect Software Appoints New Senior VP and GM of Voxeo**

Customer interaction management provider Aspect Software has promoted David Herzog, senior vice president of Aspect Professional Services, to senior vice president and general manager of its recent acquisition Voxeo. [[Read More](#)]
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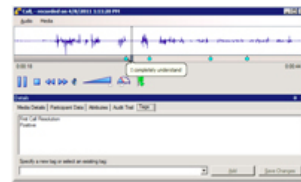
There is a great deal of talk in contact center and customer support spheres about multichannel (or "omnichannel") customer service being the future. Companies are looking for ways to differentiate from their competitors, and the conventional wisdom is that the place to do it is in the quality of customer support they offer. A few calls to the average customer support center, however, gives the impression that "talk" is all it is. [[Read More](#)]
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E-commerce is the new threshold for every company because of the many benefits that it offers. These online transactions are not restricted by geographical boundaries, which means companies that use e-commerce have a worldwide audience. They can sell their products to any person living in any part of the world without any kind of growth inhibitor, so the opportunities are almost endless. Moreover, the setting up and maintenance costs go down, so companies can use the additional resources to inte... [[Read More](#)]
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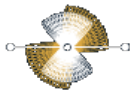
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