Take this Business Communications Quiz

ChoiceView®

Business calls often frustrate both callers and company reps and can lower customer satisfaction.
Do communication issues affect your ability to gain, retain, and satisfy customers?

Consider and check ✓ all that apply.

Are your callers / customers:

* ____ Irritated by your Interactive Voice Response system (IVR)?
* ____ Annoyed because it's so hard to serve themselves?
* ____ Tired of repeating information when transferred multiple times?
* ____ On long holds, often hang up, and then call again because they did not finish their business?
* ____ Having difficulty inputting alphanumeric information via their phone?

Do your agents:

* ____ Repeat information or handle simple tasks that could be automated?
* ____ Spend extra time sending visual information via email or snail mail?
* ____ Spend time recording the results of the calls?

Does your contact center / business:

* ____ Need to improve agent productivity and reduce costs?
* ____ Seek more customer satisfaction, higher Net Promoter Scores, better customer experience?
* ____ Need a way to gain next-generation capabilities that doesn't disrupt your infrastructure?

Your Solution!

Solve these problems by adding visuals to voice. Customers understand 6x better when both seeing and hearing information on a call. Visuals added to calls clarify your information with graphics, diagrams, menus, maps, brief web clips, and forms.

Add **ChoiceView Visual IVR** and/or **ChoiceView Visual Agent** to hear—
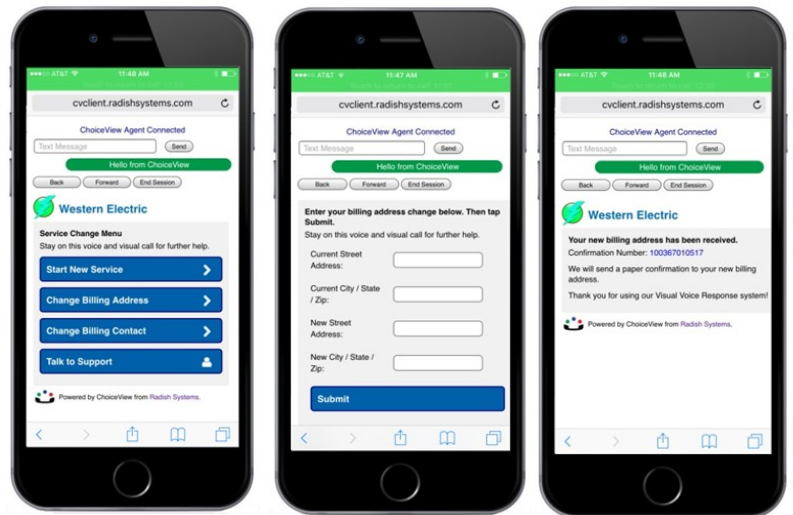
"Wow, now I see what you're talking about!" ™

Cloud-based ChoiceView marries telephone and Internet technology for 'voice with visuals' calls. Smartphone and browser users see and hear information, save visuals for future use, submit their information.

ChoiceView Visual IVR calls transfer to ChoiceView Visual Agent <u>with the visual data</u>. Whether contained in the IVR or shifted to Live Agent, the visuals are automatically transferred and saved.

Case Studies show: higher customer satisfaction, improved understanding, more self-service, and improved efficiency.

USE CASE: Call to Business Contained in IVR

Using **ChoiceView Visual IVR**:
1. Customer sees and quickly taps through IVR menus to change her billing address; receives change form.
2. Completes and submits form.
3. Immediately receives confirmation that address is changed; saves it to her smartphone.

Results:
* Customer is pleased that her change is done with self-service, without long wait times or transfers.
* Company saves 20-30% over using live agent to make this easy change.