



PATLIVE CUSTOM IVR

PATLive can design, build, and provision Interactive Voice Response (IVR) services that provide self-service functions such as account balance inquiries, office locations, and other FAQ. We help satisfy up to 50% of callers' needs without having to connect callers to a live person.

EFFICIENT INFORMATION

Menu Routing

After the initial greeting, call flow is dependant upon the caller's responses to previous questions. PATLive works with you to create a custom call flow.

Voice Recognition and Text-To-Speech

Allow callers the option of voice response or key presses for rapid data collection.

Database Access

Callers can get real-time information when we connect to your database to relay the most current data.

Multiple Languages

Attract a wide range of customers when you set prompts and questions in your language(s) of choice.

Caller Identification

Receive your callers' phone numbers, even for hang-up calls or unlisted numbers.

Virtual Fax

With Fax-On-Demand, you can provide documents at your customers' convenience.

Locator Service

Callers can find the nearest office to their zip code.

Detailed Reporting

Know how many calls you receive, how long they stay on the line, which options are chosen, and much more. Tracking something specific? Customized reports are available.

HOSTED SOLUTIONS

Benefits

- Rapid implementation
- Flexible architecture
- No term commitments
- Flexible pay-per-use fee structure
- No large upfront capital or hardware/software investment
- No drain on internal resources and infrastructure



EXPERIENCE

This service has worked with a wide variety of clients: real estate investors, direct sales marketers, carpet cleaners, plumbers, as well as medical and chiropractic offices, restaurants, and State and Federal government agencies.

SUPERIOR CUSTOMER SUPPORT

Support for You. Work as late you want; we'll be here for you. PAT, your customer care representative, is available 24 hours a day, every day of the year. PAT provides outstanding customer service!

Support for Your Customers. Our Answering Center is fully integrated with our IVR to assist callers who want to speak to a live agent.

**Whatever your industry, PATLive
has the solution for you.**

