

IFS CUSTOMER ENGAGEMENT VOICE SELF SERVICE™

CUSTOMER SELF SERVICE IN THE DIGITAL AGE



RESPOND TO CUSTOMER DEMANDS IN REAL TIME

Technology has transformed the way that people interact with service departments across all industries. No longer do customers expect to wait in call queues to speak to someone about their query. In the digital age of information, consumers and business customers alike are demanding the autonomy to track their own orders and view all relevant information that concerns them.

Competition is fierce, because today's digitally equipped generation of customers is ready to share negative experiences across multiple social platforms online. And they are not afraid to take their loyalty elsewhere.

Companies are under pressure to provide rapid customer service in a professional manner. Without a customer-focused self-service strategy, they risk falling behind, losing customer loyalty and damaging their reputation.

HOW CAN IFS HELP?

IFS's voice self-service provides a simple, cost-effective solution to deliver the immediate and responsive service that today's customer requires. It is a cloud-based subscription service, that can be rapidly deployed to overlay any existing call center, service desk and CRM technology. IFS's voice self-service solution provides you with an affordable way to deliver self-service for customers with minimal disruption to their existing systems.

"Imagine you could just ring up and get immediate information and status updates from any ERP or field service management system, without talking to an agent. Imagine you could transact and process your requests for changes within IFS Applications or IFS FSM."

PAUL WHITE, DIRECTOR CUSTOMER ENGAGEMENT

75%

OF CONTACT
CENTER AND SERVICE DESKS
TASKS WILL BE AUTOMATED
BY 2035.

Source: Deloitte

DID YOU KNOW THAT...



...**40%** of calls to a service center can be deflected into self service?



...**3%** improvement in service desk productivity can be enabled?

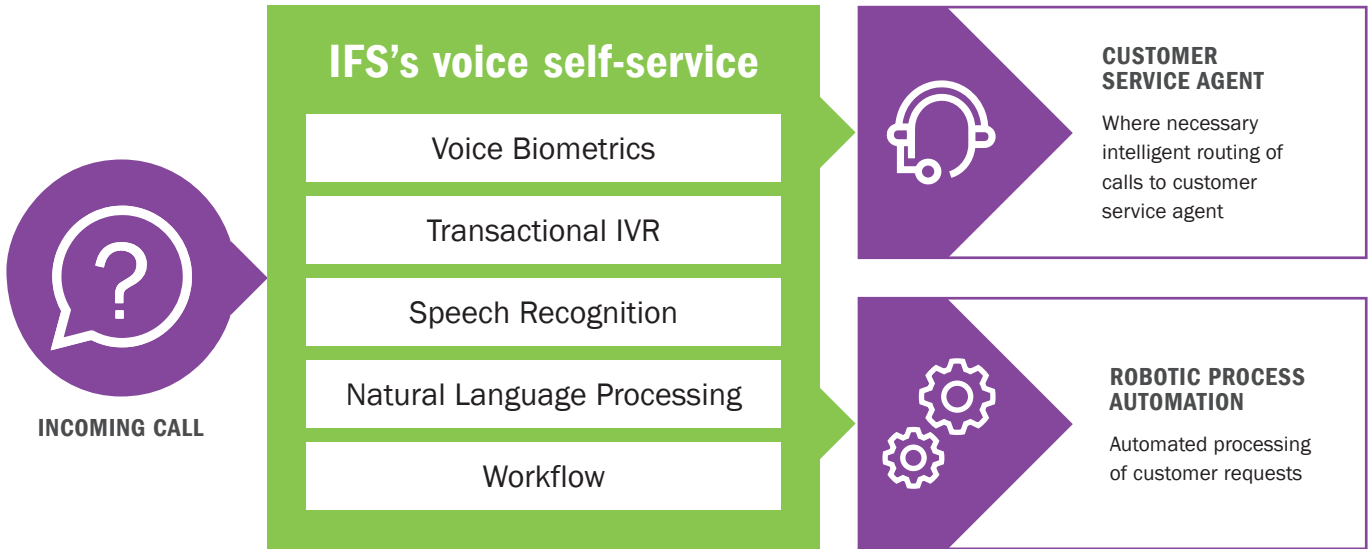


...**45%** of waiting time for customer requests can be reduced by a first-call resolution?



...**30%** in customer satisfaction scores can be improved?

HOW DOES IT WORK?



KEY FEATURES AND BENEFITS



SIMPLE CONFIGURATION

Empowers users to build and configure routing, IVR, natural language and automated processing logic with ease of simple drag-drop configuration tool.



INTEGRATE ANY APPLICATION

Rapid, simple integration with front and back office applications including IFS or third-party such as Salesforce or Microsoft Dynamics with real-time APIs.



ADVANCED REPORTING AND ANALYTICS

Real-time dashboards and configurable reports provide a complete view of all aspects of live and historic operation.

WHAT'S NEXT FOR YOUR BUSINESS?

A simple cloud-based solution which provides interactive voice response, text to speech and speech recognition modules, the appropriate combination and configuration of these modules will be matched to each business and their call handling requirements. Typically, voice self service is used to automate high volume, low complexity interactions. Requests may range from changing appointment times or cancellations, to checking stock availability, authorizing purchase orders or requesting replacement parts.

The cloud-based IFS Customer Engagement Voice Self Service, prepares users for what's coming next by enabling rapid identification, creation and modification of automated processing rules for each call type.



LEARN MORE

[IFSworld.com/CustomerEngagement](https://www.ifs.com/IFSworld.com/CustomerEngagement)

If you need further information, e-mail to info@ifsworld.com, contact your local IFS office or visit our web site, [IFSworld.com](https://www.ifs.com)

