

# XO™ HOSTED INTERACTIVE VOICE RESPONSE (IVR) SOLUTIONS

*XO Hosted Interactive Voice Response Solutions can be tailored to meet your specific needs*

XO VOICE SERVICES

24x7x365 availability & technical support, flexible solution features including speech recognition, Web-based reporting and enhanced call routing are all available with XO™ Hosted IVR Solutions.

## XO™ Hosted IVR History

XO™ has been designing and managing Hosted IVR solutions since 1991, with extensive experience in creating efficient, customer-focused solutions for many of the world's top companies. XO is the nation's largest provider of Inbound Interactive Services as determined by *Customer Inter@ction Solutions® Magazine*.<sup>\*</sup> XO offers Packaged and Managed Hosted IVR Solutions based on more than a decade of IVR experience.

## XO Managed Hosted IVR

XO Managed Hosted IVR Solutions are built for the specific needs of your business. XO Managed Hosted IVR automates customer contact functions, eliminating the expense of live attendants handling repetitive caller requests. Inquiries for information can be easily handled by providing a self-service option, available anytime, anywhere. Use XO Hosted IVR Solutions to streamline your inbound or outbound call handling or to seamlessly add new functionality to your contact center without increasing staff.

### With XO Managed Hosted IVR, you can:

- Avoid unnecessary or costly capital investments in IVR equipment, network support and technology upgrades;
- Increase call center efficiency and build customer loyalty by empowering callers with self-service options;
- Improve customer service by offering callers access to your company information anytime, anywhere;
- Maximize your marketing dollars by gathering information on *YOUR* customers;
- Integrate your Website and toll-free numbers with customer relationship management tools
- Provide 24x7 information availability.

## XO™ Packaged IVR Solutions

Packaged IVR Solutions are based on over 10 years industry experience and are standard products that can also be easily tailored to fit the needs of your business. XO Packaged IVR solutions can operate as standalone solutions or can be integrated into a Managed Hosted IVR solution. Packaged IVR Solutions include:

### Information Playback:

Provide specific information your callers' request.

- Address frequently asked questions with automated answers;
- Present a consistent message to all callers; and
- Track information requests for valuable feedback.

### Ask-and-Analyze:

Survey callers and analyze the information to understand the needs of your customers.

- Track effectiveness of marketing campaigns and sales initiatives;
- Gauge customer reactions; and
- Enable contest and other elimination applications.

### Locate-and-Retrieve:

Enable callers to find the nearest location.

- Link callers to locations based on zip code, ANI or other criteria;
- Help callers track down products or services based on their needs; and
- Provide 24x7 availability for callers to find the nearest location

### Capture-and-Transcribe:

Capture caller contact information, such as name, address and telephone number.

- Collect accurate caller information on any topic;
- Build a database of caller information for direct marketing purposes; and
- Provide individualized access to caller accounts.

## Contact XO™

For more information, please contact your XO Sales Representative or visit [www.xo.com](http://www.xo.com).

<sup>\*</sup> Customer Inter@ction Solutions®, April 2003

