



DATASHEET

# IVR Outbound

 **contact**  
a broadvoice Company

# IVR Outbound

**The GoContact platform provides an IVR campaign module that enhances the performance of contacts via an automatic VOICE system.**

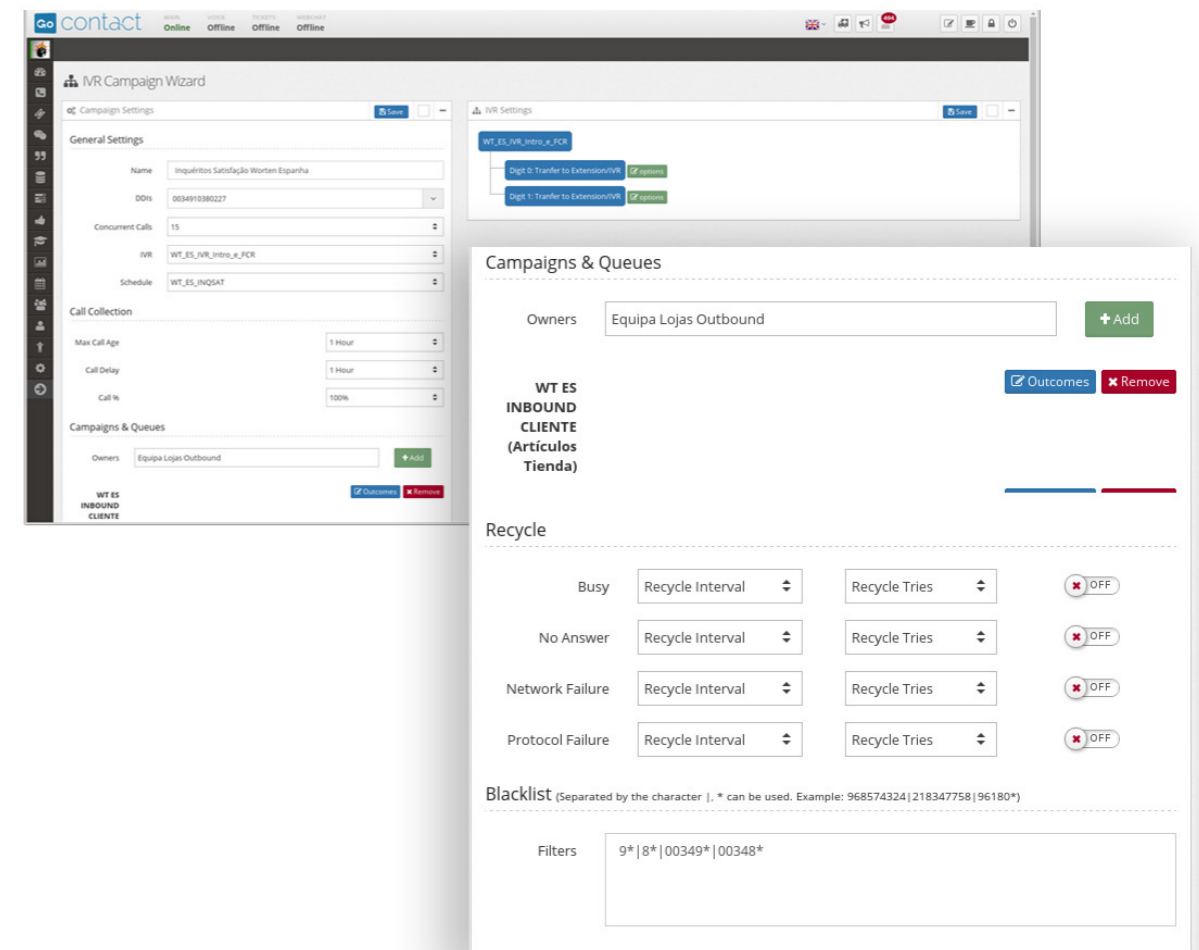
## Functionalities

- Configuration of outbound DDIs
- Setting the limit of concurrent calls (made simultaneously through the platform)
- IVR configuration, to which the call will be delivered after being answered
- Setting the time interval for the communication
- Setting the time interval between the last interaction (call) and the call launched by the IVR campaign
- Setting the limit/antiquity of the contact/lead that may be contacted
- Setting the communication rate
- Establishing the campaigns or queues that will serve to feed the communication base of the IVR campaign
- Defining which is the typing/call outcome, within the campaign or queue, which should be taken into account to feed the base of the call
- Contact recycling, according to the call outcome (busy number, missed call, etc.)
- Creating filters to avoid certain contacts (example: Black List)
- Allows for Outbound campaigns in any channel with filters to enter the subject and the contact numbers.

This is a way to potentiate contacts to customers who may come from previously loaded databases, or contacts carried out in traditional inbound and outbound campaigns (with the intervention of a contact centre agent), allowing the existence of many filters on target campaigns and previously selected business results.

Once the call is carried out, the system redirects it to a predefined IVR. These automatic Voice systems make available the required vocal guides, as well as the collection of responses in numeric format entered by customers during the automatic contact.

This service is typically used in the implementation of questionnaires or satisfaction surveys.





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