

AUDIOCODES USE CASES

Voca- Agile Conversational IVR

Endless industry challenges, a single IVR solution for them all



Healthcare

Medical centers and staff are constantly dealing with thousands of incoming daily calls while having to pay close attention to patients and keeping communication effective and productive.

AudioCodes Voca for healthcare is transforming patient, medical staff and customer service experience by providing a single number, available 24/7 for both internal and external calls with a unique industry-customized vocabulary supporting a wide range of medical and healthcare terms.

The agile conversational IVR, natively integrates with Microsoft Teams and enables medical institutions and hospitals to automate call flows to boost productivity and patient satisfaction. Automating call flows helps to reduce call volumes, and free medical staff to handle more complex tasks and incoming patients.

With the missed call notifications feature, hospitals and medical centers can also be sure they never miss a call and the opportunity to help those seeking medical help and advice.

Education

More often than not, academic institutions are spread out across multiple locations, using different numbers, making it very challenging for callers to reach their destination.

With Voca, campuses and academic institutions enjoy instant communication between faculty, teaching assistants, campus management and students through one access number for all their locations and destinations.

With this single number, and a native integration to Microsoft Teams, there is no need to search or share any personal contact details at all.

The Agile Conversational IVR solution provides full support for the academic jargon with a customized vocabulary, as well as the ability to automate information requests such as deadlines, grades, exam schedules and more.

With the missed call notification feature, Voca doesn't only quickly get callers to their destination, but also makes sure no calls will go unanswered.

Government

Government offices and services all over the world are known for their inaccessible and time-consuming service to civilians. Trying to stay productive can be challenging when call volumes are high with a wide variety of civilian requests.

Municipalities and government offices using Voca, enjoy one access number for all departments and locations, providing 24/7 residential customer service with the much needed missed-call notification feature making sure all calls are handled.

Using a customized municipal vocabulary with support for all demographics, Voca helps to automate incoming civilian actions such as address updates and public services/information requests, as well as outbound residential services such as community surveys and important updates.

With the new WFH standard, Voca can seamlessly connect to Microsoft Teams, and enables government clerks to answer calls anywhere, even from home, without having to share their personal phone number or location.

Retail

With phone calls still being the preferred channel of communication, and the global shift to 'stay at home', businesses are being challenged with increased call volumes and remote customer service requests.

Businesses using Voca are able to effectively handle thousands of daily incoming calls, while letting callers talk their way through an IVR menu right from the very start of the call. Together with the missed call notifications feature, no callers will be left waiting for an answer.

With a seamless integration to Microsoft Teams and full industry-relevant vocabulary support, the Conversational IVR solution automates voice requests (refunds, claims, delivery information) and enables businesses to offer a personalized 24/7 customer service, using one main number for all their branches and locations.

The agile IVR can also be connected to a WebRTC client, enabling calling customers to simply click-to-call from any web browser, helping business be more accessible than ever.

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