

# Why it's time to switch to Verizon Conversational IVR

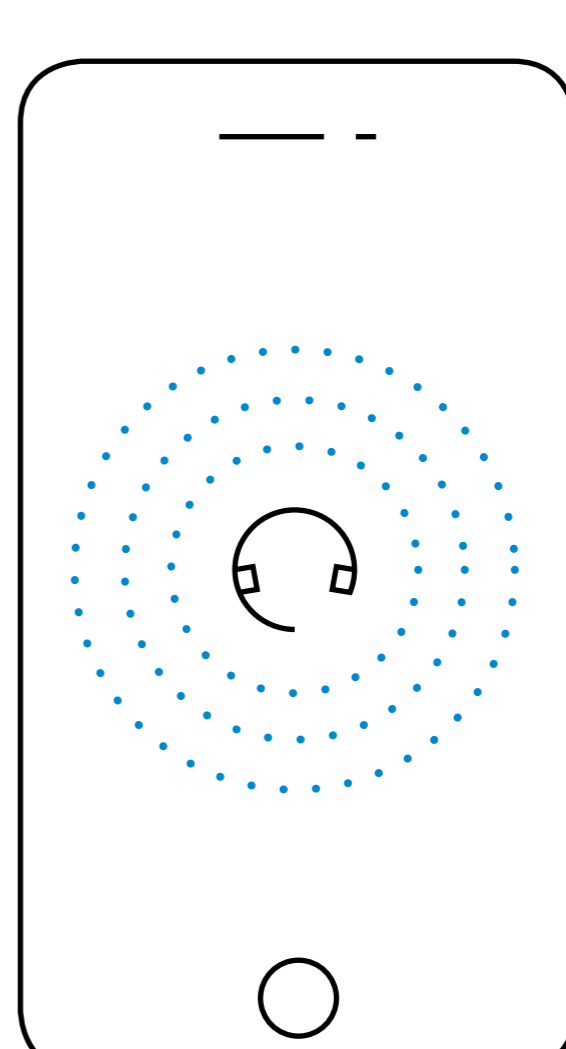


## Your interactive voice response (IVR) system might be saving you time and money. But is it annoying your customers?

The phone is still an important way for customers to reach you.

### 43%

Forty-three percent of people say they prefer using voice to reach customer service.<sup>1</sup>



## There's plenty to frustrate customers about IVR:

- Not finding the reason they're calling in the menu options
- Having trouble reaching an agent for complex issues
- Needing to give the same information to both the IVR and the agent
- Waiting through too many wordy menu options
- Having to use touch-tone keys instead of speaking

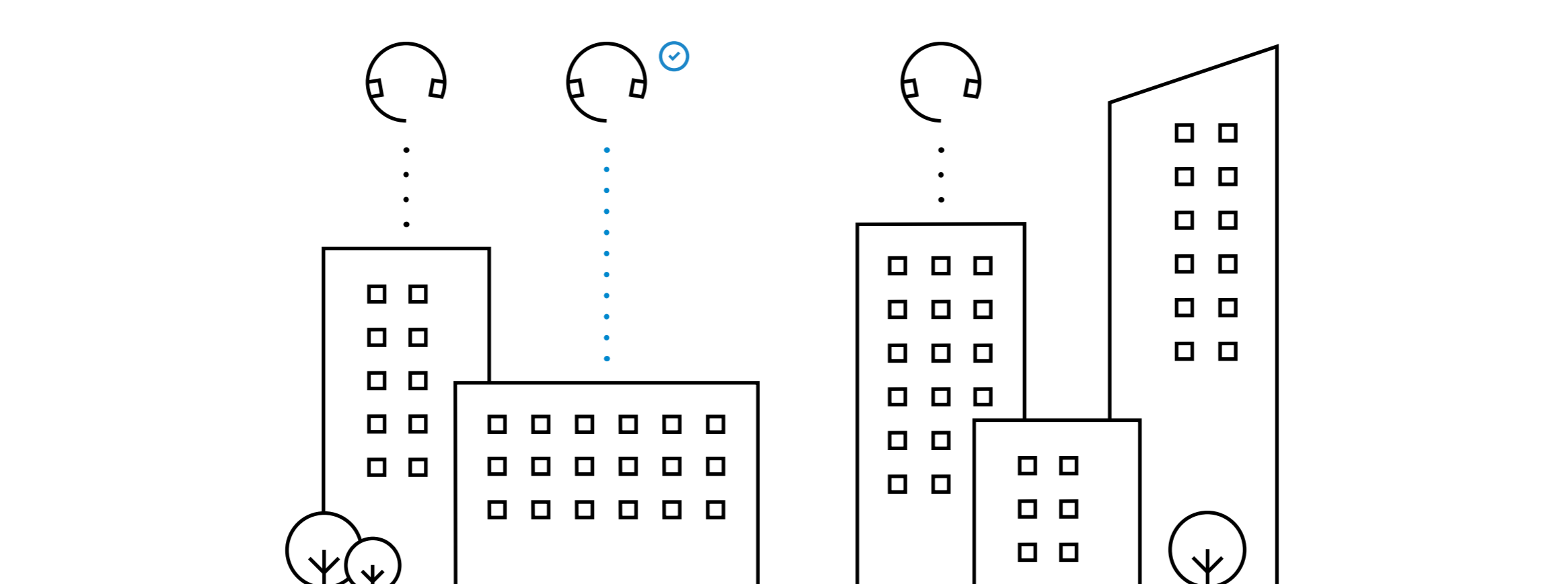
## Making customers happy matters. A lot.

### 40%

Forty percent of customers said they stopped doing business with a company because of poor customer service.<sup>2</sup>

### 60%

Sixty percent of customers did more business with companies due to good customer service.<sup>3</sup>



## How do you satisfy customers while keeping the efficiencies of IVR?

Switch to Verizon Conversational IVR. It uses speech technology powered by artificial intelligence (AI) to deliver an intuitive service experience. It anticipates the caller's needs and lets them interact with the system naturally, in their own words.

## Verizon Conversational IVR can help your company:



Improve first-call resolution.



Reduce costs.



Provide better customer experiences.

## Why Verizon

As a leader in the customer experience and call center industry, we can help you:

- Integrate conversational AI with your existing IVR and other customer service channels
- Design, develop and optimize your speech-enabled applications
- Tailor your solution for specific customer journeys
- Apply advanced analytics to aid in continuously improving your performance



## Learn more:

To find out more about Conversational IVR and how it can help improve your contact center operations and customer satisfaction, please contact your Verizon Business Account Manager or visit [verizon.com/business/products/civr](https://www.verizon.com/business/products/civr)

**verizon** ✓

1 Aspect Consumer Index Report 2020, p. 11.  
2 Aspect Consumer Index Report 2020, p. 13.  
3 Aspect Consumer Index Report 2020, p. 14.