

HOSTED VoiceXML

Today's enterprise requires highly scalable Dual Tone Multi-Frequency (DTMF) and speech-enabled Interactive Voice Response (IVR) solutions that can be quickly deployed and are compatible with other services within your contact center infrastructure. The flexibility to add enhanced features is also critical in accommodating increasing call volumes and in meeting ever-evolving customer demands. Proprietary, single-vendor solutions based on declining technologies are not robust enough to enable offloading customer care and services from live agents to automation.

As IVR solutions are deployed on a larger scale and become more tightly tied to the success of an organization, it becomes critical that these solutions are always operational. A need for high availability demands a platform feature set designed for the enterprise.

Proven Track Record

XO Interactive (XOI) has established a proven track record as a managed services provider by leveraging its substantial technological and physical telecommunications network to provide clients over 4 billion minutes of self-service voice automation annually. We understand the requirements necessary to maintain 70,000 voice ports and are committed to system uptime greater than 99.99%.

The XO platform also offers SIP-based Intelligent Call Routing (ICR) across geo-redundant VoiceXML platform sites. ICR provides extensive load-balancing as well as a host of client-directed routing capabilities using local and/or toll-free access numbers.

Offering a network-neutral telephony infrastructure, XO Interactive provides optimal access to other Tier 1 carrier facilities to deliver the highest level of call transport to and from the platform. This reliability is made possible by the dispersed and redundant platform architecture, where redundant nodes of Voice Response Units are collocated within carrier-grade facilities.

Integrated Inbound/Outbound Solutions

Our clients find us unique because of our integrated inbound and outbound solutions, which work together to improve customer service, increase overall productivity, and deliver process efficiency. Leveraging this combination of services can significantly change the service paradigm for your organization. Specifically, proactive outbound communications to alert customers of appointments, order/delivery status, product availability, service issue follow-up and payment reminders set a higher standard of service, while reducing customer frustration. Further, transactional outbound calls allow you to gain customer feedback ("Would you like to increase your order from two cases to three?") and to take the appropriate action.



Transaction Spawning

This same capability allows you to survey customers to get immediate feedback, improving your odds of retention. Integrated bi-directional communications deliver capabilities such as transaction spawning. When a customer calls into the IVR to find out if their delivery has been made and finds it hasn't, transaction spawning allows the IVR to ask the customer if they would like to be notified when the delivery occurs. If the customer answers "Yes," the IVR asks for the telephone number to be called for notification. When delivery occurs, the automated call to the customer is made, truly raising the bar on service.



XO Interactive offers its customers the ability to host their VoiceXML application while obtaining media and telephony services through XO. With HOSTED VoiceXML from XO, the platform can support DTMF, Speech Recognition, Text-to-Speech, Call Recording, Call Transfer and up to 20 different languages.

The primary benefits enjoyed with HOSTED VoiceXML:

- Allows customers to control their own application, on a carrier grade VoiceXML platform within their web services environment.
- Access to current, best-in-class technology
- No more technology obsolescence or costly upgrades
- Significant ROI due to limited capital investment
- Rapid scalability
- Advanced routing capabilities

