

OUTBOUND CALL AUTOMATION

Also known in the industry as “Outbound IVR” or “Proactive Communications”

For over 15 years, XO Interactive has offered a wide range of Hosted Interactive Voice Response (IVR) Solutions including custom-developed hosted inbound and outbound IVR solution for over 15 years for businesses looking to leverage a proven Provider. XO Outbound Call Notification enables businesses to reach out to a targeted list of contacts through a secure, automated telephony environment without having to invest precious capital, and with the ability to change with specific businesses needs. An Outbound IVR solution offers the ability to quickly and efficiently provide information to end-users, and the flexibility for call recipients to act on the call and conduct transactions instantaneously without the cost associated with live operators. XO Outbound Call Notification call recipients can provide information simply through the touch of a button or the power of their voice.

Businesses have the power to:

- Proactively inform users of changes in services or programs that directly affect them
- Conduct surveys on customer satisfaction
- Provide disaster recovery or business interruption alerts
- Verify recent purchase information for product or service warranties
- And much more based on your business and customers' specific needs

An Outbound Notification IVR Solution from XO is easily customized to meet the specific and continuously changing needs of your business. Some of the functions of Outbound Call Notification from XO may include the following:

- Creating a detailed Application Specification, which includes all scripting and interactive voice response programming notes and flowcharts which are developed under the guidance of the customer's business goals
- Managing and operating all IVR solutions on an XO hardware and software platform, and coordinating the telecommunications and data infrastructure in which the solution is implemented
- Developing and hosting an environment with the ability to handle and originate outbound notifications as requested via http-based updates from the customer
- Operational support for IVR solutions including 24 x 7 x 365 solution supervision and management through our Network Operations Center (NOC), by a team of on-site, around-the-clock support technicians and on-call engineers

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XOI has been designing and hosting custom IVR solutions for over 15 years. An XOI Hosted IVR Solution can be integrated into your existing infrastructure to power your customer contact experience in order to provide an efficient and seamless experience with your business. XOI utilizes best-of-breed technologies that enable your organization to reduce call-handling costs while offering callers an intuitive, self-service experience that connects them with information through the press of a button or the power of their voice.

