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Cloud Telephony based IVR system for best B2B Customer Relationship by Kamla Negi

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Cloud Telephony based IVR system helps businesses achieve better customer service out of less investment. It is perfect business solution for enterprises that needs innovative and flexible telephone solutions, by simply eliminating costs, extra responsibilities, and risks of ownership of traditional premise-based phone systems.

Imagine that you donâ€™t have to implement unnecessary hardware, software; neither you require any extra resources to monitor them while you still own a customer service that exceeds the required service levels. Cloud telephony based IVR systems makes it a reality by providing an expendable and flexible pay-as-you-go service that results in significant cost savings. The IVR cloud can attend multiple incoming call simultaneously play professional welcome message, option to select an extension, transfer the call to a particular department, in case the transferred number does not attends the call the caller can still be able to leave a voice mail message.

A cloud telephony based IVR systems makes it possible for businesses to mobilize their contact points. The business center is no longer constrained to a single geographic site, it makes agents to be able to work at multiple sites as cloud telephony delivers automated IVR services to any phone, anyplace, anytime. Such IVR services are quick, easy, and affordable for all business segments.

IVR System automates the interaction with telephone callers by enabling users to retrieve information like account balances, flight schedules, product related information, order status, movie show times, and more from any telephone directly by a simple integration with the database. Additionally, IVR solutions are increasingly used to place outbound calls to deliver or gather information for appointments, past due bills, and other time critical events and activities. Enterprises are increasingly turning towards the IVR System implemented over toll free numbers as it further removes the barrier of calling charges between the clients and enterprise. Apart from this the IVR system also have an added advantage of going multilingual where in the callers can themselves select the regional language in which they want to hold the interaction.

Cloud Telephony has actually brought a new avatar to the IVR services by transforming the conventional telephony PBX systems to a web domain and their own telephone numbers for the users. To avail the services one just needs to subscribe with a cloud Telephony service provider with some monthly subscription charges or on the basis of actual usage and select the features you want to choose plug and play with.

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