

Custom/IVR

1,000 Ways to Make Life Easier

With nearly 20 years of experience in custom interactive voice response (IVR) software development, Mutare Software's reputation for consistent performance, depth of knowledge, innovative solutions and outstanding support is undisputed. Thousands of clients from around the world have benefitted from Mutare solutions that automate tasks, save time, reduce costs and improve service. Custom IVR applications development is just one more way Mutare Software is making life easier – one solution at a time.

We'll Handle the Calls

In a world of tight budgets and growing workloads, managers must make the most of their existing staff resources. Take a look at your operation and see how much time your people spend on repetitive activities, such as:

- answering standard query calls from customers
- making reminder calls to clients or patients
- managing benefits enrollment and/or benefits changes
- delivering instructions and/or work assignments to field personnel/ technicians

- handling employee absence calls
- fulfilling requests for materials (forms, brochures etc.)

These are just a few examples of activities that can be accomplished faster, better, and at significant cost savings through a Mutare application tailored to you and your organization.

Mutare Software writes IVR solutions for the Mutare Communication Server platform as well as for Avaya's Voice Portal.

Want to learn more? Contact a Mutare Software representative in your area, or visit www.mutare.com.



I knew that we could count on Mutare to come up with a solution to our phone call overload, but what really impressed me was how easy they made it for all of us."

Sherry Bittles
Manager, Wayne County, MI
Department of Treasury

Sample Custom IVR Solutions from Mutare

Following are a few examples of custom applications Mutare has developed for its customers:

Benefits Enrollment

An IVR application integrated with the company's human resources database. During the assigned enrollment period, employees throughout the enterprise call, access the system at any time with their private IDs, and follow voice prompts to select their preferred health benefits and level of contribution. The system provides a summary total at the end of the selection process with the option to revise selections. Selections are automatically saved in real time for processing.

Service Call Routing

An IVR system with integrated call router and escalation features. Callers identify a product in question from a menu of voice prompts. During business hours, the system routes the call, based on the product selected, to the appropriate technician. After-hour customers identify the product in question and leave a detailed message. Technicians are able to review the message and prepare a response prior to call-back. The solution's escalation feature automatically pages technicians in a defined escalation pattern for after-hour and weekend calls.

Dispatch to Distributor

An application that takes customer product request calls on a centralized 800 number and automatically routes them to the appropriate distributor.

What's It Worth To You?

- Average # calls Mutare IVR applications field per hour: **120**
At approx 2 minutes per call
- Average # hours/week saved with custom Mutare IVR **150**
- Average number of days it take for IVR to pay for itself **100**
- Average dollars per year savings after pay-back **\$100,000+**

Bottom Line: Mutare IVR pays for itself in less than five months while improving operations efficiency and customer service.

Work Scheduling

An IVR application integrated with the company's employee and scheduling databases. Employees call in prior to the start of the work day, provide their employee IDs, and receive an automatic message with their respective work assignments.

Delivery/Appointment Reminder

An IVR application integrated with the company's customer data base and delivery/appointment schedule – automatically makes notification calls two days in advance of a scheduled home delivery. Also used by medical facilities – when integrated with the office scheduling system, it automatically delivers reminder phone calls to patients about upcoming appointments.

Absence Reporting

An IVR integrated with the organization's employee database. Workers reporting an absence call a centralized number with their identification and reason for absence via voice prompts. The system compiles the

recorded absences and sends reports, via email and voicemail, to each location manager, multiple times during the work day. All data is archived for future reference.



About Mutare Software

Mutare Software develops enterprise connectivity solutions that leverage an organization's existing communications infrastructure, enabling customers to unify communications, streamline processes, increase productivity and provide outstanding service. Among the hallmarks of a Mutare solution is the sophistication of its design paired with ease of deployment and use. Since its founding in 1989, Mutare Software has built a reputation for personalized service and immediacy, with more than two thousand applications currently installed worldwide. **Visit www.mutare.com**



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