

Noble® IVR Virtual Assistant

Improve your Inbound Queue and Reduce Dropped Calls

Noble® IVR Virtual Assistant from Noble Systems works with our Interactive Voice Response system to help you provide improved service in your inbound call queue. With IVR Virtual Assistant, you can enrich the 'on-hold' experience by freeing your customers from the hold queue while reserving a callback time. The system is also ideal for after-hours callback requests. IVR Virtual Assistant can help you reduce dropped calls and customer hang-ups, and achieve greater client satisfaction.

Announce Average Wait Times & Offer Automated Callbacks

- Use *IVR Virtual Assistant* to notify callers of the average wait time
- Offer the caller a callback, rather than remaining on hold
 - State the customer's phone number (using ANI)
 - The caller reserves a spot in the queue with a callback request, without remaining on hold
 - When the next available agent is ready, the system automatically calls the customer back for service
 - Caller can choose to enter a different phone number or to schedule a time for the callback

Callback & After Hours Support

- Use *IVR Virtual Assistant* to greet customers calling after-hours
- Offer the customer a return call for the next day
 - State the phone number or allow them to enter a different number
 - Allow the customer to set a scheduled callback date & time



Noble IVR Virtual Assistant improves the customer experience for callers in the hold queue, reducing the number of dropped calls & customer hang-ups and improving customer service.

A woman with long dark hair is shown from the chest up, looking slightly to the right while holding a red mobile phone to her ear. Overlaid on the right side of the image are four white speech bubble-style boxes containing IVR prompts.

Thank you for calling ACME Inc. The estimated hold time is 5 minutes.

Press 1 if you would like to continue to hold.

Press 2 if you would like to hang up and receive a callback. We'll keep your place in line and call you at 404-123-4567 when the next agent is available.

Press 3 if you would like us to call you at a different phone number. We'll keep your place in line and call you at the new number when the next agent is available.

Press 4 if you would like to receive a callback at a different time or date.