



Thank you for calling AAA Taxis. Your job was dispatched three minutes ago. Your vehicle will be a blue VW Passat, registration TR11 DTE.

The world's best telephonist

With automatic 'Back on phone' resolution

IVOR: the Interactive Voice Response (IVR) system that really pays its way

Taking ASAP bookings is an important part of an IVR package – and IVOR is able to do so in as little as a second – but this IVR system is capable of so much more.

One of IVOR's most popular features is called 'Back on phone' resolution. This means that when IVOR detects a call from a phone line that has recently booked a job, he can intercept the call and tell the caller what is going on with the booking they already made.

The contents of the message are configurable, but typically IVOR

would tell the caller whether their car has been dispatched (and if so, when); and the details of the vehicle, including its make, model and registration number. Optionally, details of the driver – including his or her Callsign – can be included, to provide an extra level of security for the customer.

Best of all, IVOR doesn't only intercept calls booked by himself; he can pick up any returning caller. This means IVOR really is a complete automatic 'Back on Phone' resolution system. And with IVOR

available in up to 32 lines (meaning he can deal with 32 calls at any one time), you can ensure your telephonists don't get bogged down with problematic return calls, leaving them free to do what you really need them to do: book you jobs.

But that's not all IVOR can do. Turn over to get the full run-down...



The Auriga dispatch system, by Trapeze

+44(0)1582 466800 | info@auriga.co.uk | www.auriga.co.uk

Next Generation Data Dispatch



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ASAP bookings in as little as a second

Our ASAP booking system is incredibly fast and simple to use. In the field, many users book their jobs in as little as a second. At many sites, IVOR accounts for over half of all jobs.

Users can select from regular pick-ups

Customers can set up nine different locations, and then select from them when booking jobs through IVOR. This is especially useful for mobile phone users, since they can use IVOR to book a job from any of their regular pick-up points. Office staff can maintain customers' stored locations, and have the ability to edit the pick-up points and even apply a Short name e.g. 'Home' or 'Office', which will be read out by IVOR when customers are listening to their pick-up options.

Future bookings

IVOR enables users to pre-book their own jobs up to a week in advance. As ever, it is easy to transfer to an operator to book a job outside of this time.

Account bookings or cash jobs

Where the incoming phone number is registered with an account, IVOR will ask the customer whether they wish to book a job on account or not. Account bookings can be protected by a PIN number, which must be correctly entered by the customer.

Voice-prompted bookings (e.g. for freephones)

For phones specified as not having a keypad (e.g. direct dials & supermarket freephones), IVOR can use voice recognition software to accept bookings.

Typically the customer will be asked to say "yes" if they want to book an ASAP job from their present location; the customer will then receive a three digit reference number which matches the last three digits of the job number.

Available in up to 32 lines

With up to 32 lines available, IVOR is effectively an army of super-skilled telephonists, ready to accept bookings and professionalise your call centre.



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