



Everything You Ever Wanted to Know About Visual IVR

And some things you had wrong!

Chris Du toit – CMO, Jacada

Dylon Mills - Product Marketing Manager, Jacada

Jacada Visual IVR Solution Overview

Digital enable Your IVR. Turns This...



Thank you for calling DCM computers. Please press 1 for English or press 2 for Spanish.



Please press 1 for New Sales, 2 for Replacement parts or 3 for Support.



Please press 1 for parts replacement under warranty, otherwise press 2

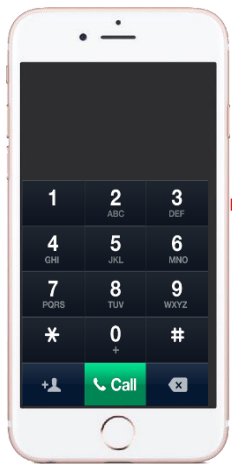


Please press 1 if this is a corporate account, 2 for personal accounts.



Into This!





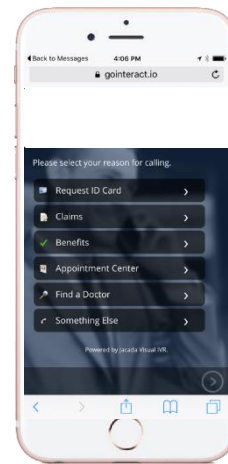
1-800-ACME



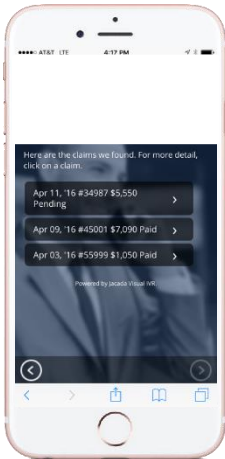
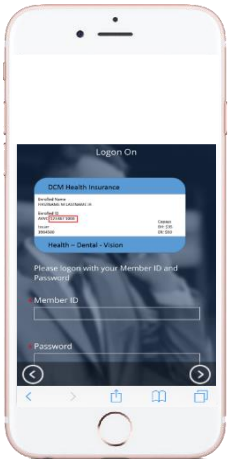
Thank you for calling ACME. To experience our new visual interface, please press 1

Carrier Lookup

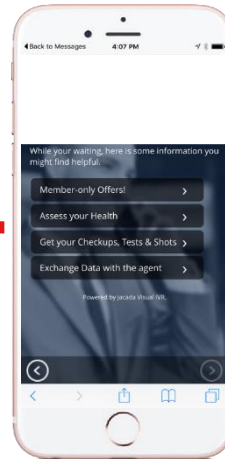
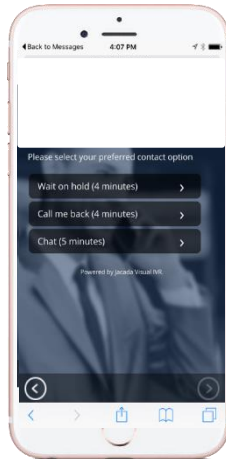
SMS or Mobile Push



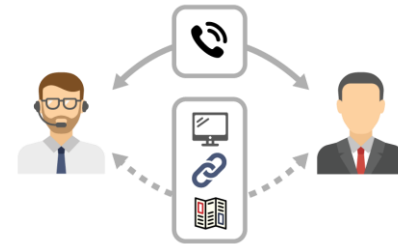
Self-Service



Assisted Service



"Good afternoon Mr. Smith. I see you are calling about your pending claim."



Your Questions Answered



Steve asked...

“Does Visual IVR interrupt the flow of the call?”

For answers to this and other questions in this slide deck, visit
<http://www.visual-ivr.com/about/faq-frequently-asked-questions/>

Enrique asked...

“How does Visual IVR start the visual navigation?”

For answers to this and other questions in this slide deck, visit <http://www.visual-ivr.com/about/faq-frequently-asked-questions/>



Santosh asked...

“How can you make your existing IVR Visual?”

For answers to this and other questions in this slide deck, visit
<http://www.visual-ivr.com/about/faq-frequently-asked-questions/>

Roman asked...

“How can you start Visual IVR on the customers smartphone?”

For answers to this and other questions in this slide deck, visit <http://www.visual-ivr.com/about/faq-frequently-asked-questions/>

Sugey asked...

“How will Visual IVR work with my current voice IVR system?”

For answers to this and other questions in this slide deck, visit <http://www.visual-ivr.com/about/faq-frequently-asked-questions/>

Timo asked...

“What’s the advantage of Visual IVR versus a normal website with the same options?”

For answers to this and other questions in this slide deck, visit <http://www.visual-ivr.com/about/faq-frequently-asked-questions/>

Antonia asked...

“What does the research say about the customer satisfaction of Visual IVR?”

For answers to this and other questions in this slide deck, visit <http://www.visual-ivr.com/about/faq-frequently-asked-questions/>

Jim asked...

“What industries seem to be adopting Visual IVR the most and why?”

For answers to this and other questions in this slide deck, visit <http://www.visual-ivr.com/about/faq-frequently-asked-questions/>

Rodrigo asked...

“What is the difference between Visual IVR and a regular app?”

For answers to this and other questions in this slide deck, visit <http://www.visual-ivr.com/about/faq-frequently-asked-questions/>



Michele asked...

“Does Visual IVR work
with 'Bots'/AI solutions?”

For answers to this and other questions in this slide deck, visit
<http://www.visual-ivr.com/about/faq-frequently-asked-questions/>

David asked...

“How does Visual IVR work with mobile apps and QR codes?”

For answers to this and other questions in this slide deck, visit <http://www.visual-ivr.com/about/faq-frequently-asked-questions/>



Dayna asked...

“How can I redesign a Visual IVR so that it is consistent with our other channels?”

For answers to this and other questions in this slide deck, visit
<http://www.visual-ivr.com/about/faq-frequently-asked-questions/>

Marco asked...

“What is the minimum infrastructure necessary to build a Visual IVR System?”

For answers to this and other questions in this slide deck, visit <http://www.visual-ivr.com/about/faq-frequently-asked-questions/>

Andrew asked...

“Can you escalate from a text based medium to a call without going back in queue and can you talk to the same agent?”

For answers to this and other questions in this slide deck, visit <http://www.visual-ivr.com/about/faq-frequently-asked-questions/>



James asked...

“Should you always capitalize the phrase IVR?”

For answers to this and other questions in this slide deck, visit
<http://www.visual-ivr.com/about/faq-frequently-asked-questions/>

Rebeca asked...

“Can Visual IVR replace online banking?”

For answers to this and other questions in this slide deck, visit
<http://www.visual-ivr.com/about/faq-frequently-asked-questions/>



Michael asked...

“Does Visual IVR have application integration and api?”

For answers to this and other questions in this slide deck, visit
<http://www.visual-ivr.com/about/faq-frequently-asked-questions/>



Jeffery asked...

“How does Visual IVR compete with voice?”

For answers to this and other questions in this slide deck, visit
<http://www.visual-ivr.com/about/faq-frequently-asked-questions/>

Grant asked...

“Is Visual IVR imei/imsi aware?”

For answers to this and other questions in this slide deck, visit
<http://www.visual-ivr.com/about/faq-frequently-asked-questions/>

Debbie asked...

“How easy is it to visualize existing IVR applications from other vendors?”

For answers to this and other questions in this slide deck, visit <http://www.visual-ivr.com/about/faq-frequently-asked-questions/>

Mike asked...

““What's the best way to set the customer's expectations prior to the experience?
(using phone and web at same time may be new for some users)”

For answers to this and other questions in this slide deck, visit
<http://www.visual-ivr.com/about/faq-frequently-asked-questions/>

Stephen asked...

“What if the customer doesn't have a smart phone or a good signal?”

For answers to this and other questions in this slide deck, visit <http://www.visual-ivr.com/about/faq-frequently-asked-questions/>



Steve asked...

“What does the client need to download to use Visual IVR?”

For answers to this and other questions in this slide deck, visit
<http://www.visual-ivr.com/about/faq-frequently-asked-questions/>

Filippo asked...

“What are the technical and logistical challenges when transitioning from a standard call center management software product to a Visual IVR ?”

For answers to this and other questions in this slide deck, visit
<http://www.visual-ivr.com/about/faq-frequently-asked-questions/>

Filippo asked...

“Will we need to apply a learning program for Agents To learn Visual IVR?”

For answers to this and other questions in this slide deck, visit <http://www.visual-ivr.com/about/faq-frequently-asked-questions/>

Ruth asked...

“What additional or specialized skills does the agent need to have when working in the visual IVR environment compared to the voice IVR environment?”

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<http://www.visual-ivr.com/about/faq-frequently-asked-questions/>

Karen asked...

“How can Visual IVR integrate with other CCaaS solutions?”

For answers to this and other questions in this slide deck, visit <http://www.visual-ivr.com/about/faq-frequently-asked-questions/>

Ivan asked...

“What are the integration opportunities of Visual IVR and messengers?”

For answers to this and other questions in this slide deck, visit <http://www.visual-ivr.com/about/faq-frequently-asked-questions/>

Hung asked...

“Can I install Visual IVR on my local system – not on cloud?”

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<http://www.visual-ivr.com/about/faq-frequently-asked-questions/>

Kirsty asked...

“Is there scope for videos within visual IVR?”

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See Why **Leading Corporations** benefit from *Jacada* Digital Transformation Solutions





customer experience
omnichannel
effort



***Try the interactive Visual IVR demo at:
Visual-IVR.com***

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Dylon Mills - dmills@jacada.com

Jacada
Webinars