Interactive Voice Response (IVR)

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Interactive Voice Response (IVR) systems allow WaTech customers to automate routine functions and use a telephone to get information from a computer database or other data source. IVRs can automatically provide answers to frequently asked questions by allowing customers to call a designated phone number, enter an authorization code and then securely interact with a database to get the information they need. Callers get a consistent and accurate message from the agency. This automated process reduces staff time, reduces operator errors and enhances customer service.

IVR services are generally available 24/7. IVR systems are available on a subscription basis to WaTech Avaya Private Branch Exchange (PBX) telephone customers. WaTech owns and operates the IVR hardware and operating system. The IVR is tightly integrated with the PBX and calls can flow back and forth seamlessly from the IVR to the call center.

Intended customers

The primary customers of IVR service are customers of WaTech Avaya PBX service, as the IVR tightly integrates with the Avaya call center service. The number will decrease as customers migrate to cloud-based alternatives. There are also stand-alone applications designed to quickly give information to large numbers of callers without tying up human resources. There are also shared IVR applications for surveys and calling customers back instead of keeping them in queue. There are nine state agencies using IVR services. WaTech Connect is the strategic direction and the current standard for these services.

Options available with this service

- Agencies can conduct post-call surveys in their call centers and allow customers to request a callback instead of waiting on the phone.
- Automatically update the information on agencies' IVR line so callers immediately receive current information about products and services.
- IVR applications can integrate with databases to provide account-related information for customers who authenticate to the system, or to play messages to constituents.
- WaTech has a contractual arrangement with its developer that allows agencies to build custom IVR applications at their expense. WaTech assists customers by working with the developer to gather requirements and providing day-to-day support.

Customer engagement

- Semi-annual customer Town Hall with all Network Services teams providing updates and gathering customer feedback.
- Monthly Technology Management Council meeting and weekly CIO call.
- Monthly status meetings with Business Relationship Managers.
- Regular outreach to solicit feedback, provide updates and inform agencies on emerging projects, initiatives, and services.
- Requests for new consultations and modifications to existing applications

Helpful information

Service category
Communications & Collaboration

Service availability
24/7/365

Planned maintenance
Planned maintenance is performed after hours and coordinated with agency representatives.

Related services
WaTech Connect
PBX Call Center Service
WaTech Connect

How to request service
Submit a request for service through our Customer Portal.

Service owner
Eric Talberg

Action plan

Current activity

- Begin planning and conducting projects to move IVR applications to a cloud-based alternative. The cloud-based environment will be nimbler and offer more built-in capabilities.
- Current IVR environment upgraded to add requested functionality and to conform with the current Transport Layer Security (TLS) version (1.2). Older applications are being transitioned to the new environment or WaTech Connect. The IVR that doesn't support TLS 1.2 is being decommissioned on 12/31/2023.
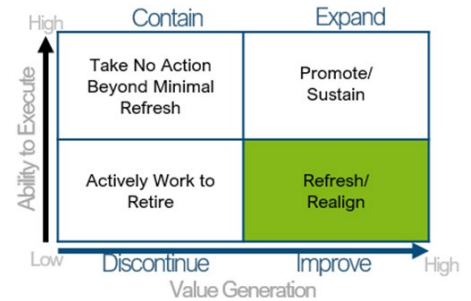

One- to two-year goals

- Transition older applications to a newer, secure and fully supported environment or migrate to a cloud-based, contact center application.
- Maintain existing environment at a fully supported and secure version.
- Work with customers to set a service transition plan and sunset date.

Three- to five-year goals

Transition applications to a WaTech Connect and decommission premise-based IVR service.
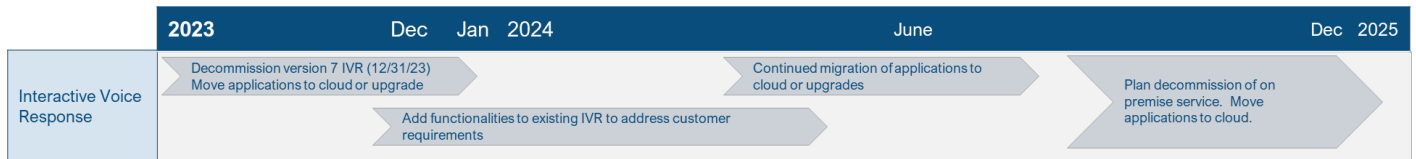
Service review and fully loaded service budget projection

Revenue source

IVR is a bundled service within the Contact Center service offering.

Net income over time

The agency is working with our authorizing environment to increase rates within the contact center (not IVR) and ensure the overarching service is cost recoverable while the service transforms to the cloud solution.

Net Income over time | 3344-Other Call Center Support