

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 this service are customers of WaTech Avaya PBX service. 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 applications for surveys and calling customers back instead of keeping them in queue. There are 10 state agencies using IVR services. This number will decrease as customers migrate to cloud-base alternatives.

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 your 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

[PBX Call Center Service](#)

How to request service

Submit a request for service through our [Customer Portal](#).

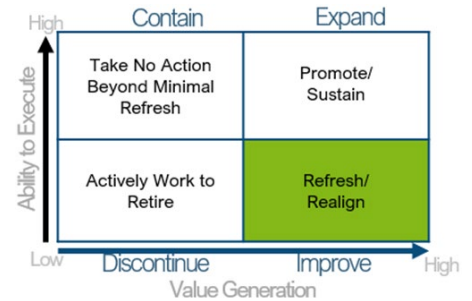
Service owner

Eric Talberg

Action plan

Current activity

- Upgrading current IVR environment to add requested functionality and to conform with the current Transport layer Security version (1.2). Older applications are being transitioned to the new environment at customer expense.

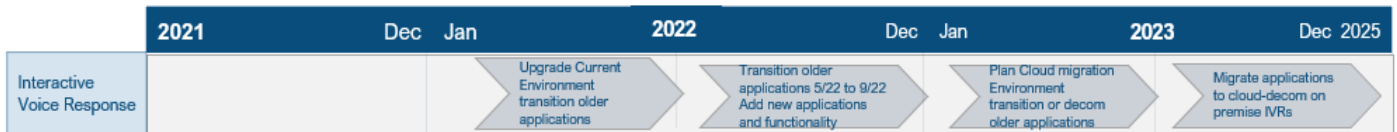


One- to two-year goals

- Continue to develop new applications and functionalities to meet customer needs.
- 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.
- 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.

Three- to five-year goals

Transition most, if not all, applications to a cloud-based alternative 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.

