



Qualify Inquiries & Deflect Calls with Point-and-Click IVR Set-Up

Management of bulk calls can get tedious for your sales and service representatives, and sizable calling bills could further impact the overall returns from a business.

Our Salesforce-native telephony solution, 360 CTI, gives you a convenient platform to communicate with customers over phone calls. It brings together all the information in front of your agents in one place to help them handle inquiries faster and reduce time spent on case resolution and handling. The effects of this also spill over to customer satisfaction.

As telephony software, 360 CTI has fully featured out-of-the-box capabilities for point-and-click IVR. The capabilities enhance customer satisfaction and first point of contact (FPOC) resolution.

Using CTI, agents can effortlessly enhance your perception as a brand and provide the best assistance possible.

Configure IVR & Voicemail in a few minutes with Text-to-Speech in Male & Female Voices

Without a set of predefined IVR messages, users can configure text messages of their choice to configure IVR.

360 CTI provides auto-readers in male or female voices to interact with customers. While configuring IVR, you can add custom text messages to be read by a robotic male or female voice in the event of an incoming call. The IVR capability easily lets you change speech content anytime without expert assistance. This way, you can convey your messages even when you're busy.

Save Time for Employees with IVR Support & Quick Set Up for Multiple Numbers

You may advertise multiple numbers for different departments depending on the tasks they handle and maintain a separate IVR for each contact number.

Alternatively, 360 CTI allows you to have the same IVR support for multiple numbers. Depending on your needs and preferences, you can use the same IVR to route to all your contact numbers. This could save your employees time, preventing them from configuring different IVRs for multiple numbers. They also don't have to transfer calls to other departments as often.

Resolve Inquiries Faster with Nested IVR Responses

75% of buyers don't come back after a bad experience unless they have a powerful reason.

It's why the app lets you configure pre-program and sequence auto-responses.

More importantly, 360 CTI lets you 'nest' IVR responses to any number of stages.

This immediately results in faster query handling, accurate routing, and self-help.

All of this contributes to customer satisfaction. Based on IVR responses assigned to numbers (1,2,3, and so on), customers are routed accurately to the relevant department based on skills, which prevents them from getting incorrect resolutions, wasting time, and ruining their experiences with your brand.

In addition, pre-built IVR responses could also help incredibly with case deflection through self-help. Your callers could listen to the IVR responses for accessible self-help by dialing numbers manually without depending on an agent's availability.

Stay Off Block Lists (Phone Number Blocklists) with easy DND-Opt Outs

Unwanted calls can annoy your prospects and customers. 360 CTI lets you manage users who aren't interested in receiving calls with DND (Do Not Disturb) opt-outs in Salesforce.

The customers who expressed the desire to avoid being contacted get wiped off from call-down lists. If an agent is bulk dialing, the CTI will automatically skip the call for numbers and records that have opted out of unwanted calls. As a result, your agents don't have to track users who have opted out individually.

This way, you could leave scope for reviving dead or closed leads while preventing them from getting angry and threatening litigation for calling at inappropriate times.

Reduce average handling time (AHT)
and improve customer experience with 360 CTI.

Speak to us at info@360smsapp.com for more.