



# Virtual Receptionist

## A Feature-Rich, Cloud-based Multi-Level IVR Solution

Virtual Receptionist quickly and effortlessly connects the right call with the right agent to ensure your callers enjoy a great customer service.

Using our online service builder, Virtual Receptionist allows you to create customised multi-level menus with personalised prompts to efficiently guide callers using keypress functionality to the right department. Multiple and customisable service builds can also be created for different times and dates, with additional options available to set up specific rules for 'special dates' such as bank holidays.

Disaster recovery options are a further key benefit of the service. You can instantly change from your normal menu system to a customised pre-built solution to safely re-route calls in the event of outages or other similar issues.

### Key Benefits

- Bespoke service provision through unlimited IVR menus and personalised prompts
- Options to repeat prompts or send callers back to main menus or other levels
- Link callers via their keypress to any call handling numbers or services
- Missed Call Alerts and Voicemail options

### The Complete Solution

Virtual Receptionist controls the call from the point of connection, allowing callers to access departments quickly using their selected keypress options. The service combines with our comprehensive suite of call handling solutions to efficiently deliver the right call to the right agent. Pressing 1 for sales, for example, can send callers to a group of agents, whilst pressing 2 for customer service can send callers into a dedicated queue to wait for the next available customer service advisor.

To maximise agent efficiency, callers are only connected to live agents when absolutely necessary. For example, the caller may select keypress options for store opening hours or nearest store, whereupon prompts are delivered detailing all relevant information.

### Complete Control: Deliver Outstanding Customer Service

Built into the service, 'Option Stats', a valuable reporting tool, indicates at what point during a call customers are hanging up. Using Option Stats enables you to identify areas for improvement and training in order to ensure good and consistent customer service provision. Any operational changes necessary as a result of such statistical analysis, can be quickly performed using our secure and easy-to-use management portal.

- Online service builder
- Tailor keypad commands
- Multiple service flows
- Sophisticated reporting
- Complex working hours

- Multi-level IVR
- Bespoke prompts
- Route to any service
- Disaster Recovery

BCH Solutions specialises in creating feature-rich and innovative call handling products. Through our unique status as a single provider with in-house design, development and support expertise, we offer exceptional product knowledge. This together with our passion for our products confirms our commitment to provide our partners with the best long term consulting, training and support.