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Dialogic® PowerVille™ Visual Interactive Voice Response (VIVR)

Dialogic® PowerVille™ VIVR

Dialogic's PowerVille Visual IVR extends the capabilities of a traditional voice-only IVR by transforming it into a collaborative, web-based, voice and visual, smartphone-ready application. PowerVille VIVR improves customer self-service and triage activities for customer care and call center organizations by allowing interactive multimedia content to be shared with customers during a voice call. PowerVille VIVR provides a platform targeted for both service providers and enterprises. Service providers can host and deliver applications for businesses and entrepreneurs to better engage their customers both visually and audibly for a better user experience and to increase first-call resolution. Enterprises can deploy PowerVille VIVR to augment their contact centers' existing call handling and omni-channel engagement capabilities.

Features	Benefits
Voice and visual menu presentation	Increase customer comprehension and reduce calls to the contact center with an audio and visual omni-channel experience that includes chat, text, email, voice, and video
Gather alpha numeric data and multiple inputs per menu	Improves usability and customer experience by increasing the speed at which information is gathered without the need for expensive speech recognition resources
GUI-based service creation environment for rapid and intuitive customization	Quickly develop, integrate, and modify VIVR applications in house; respond to new promotions and services quickly and apply in real-time
Comprehensive inbound and outbound call routing	Flexible call handling gives callers more options to resolve their transactions by seamlessly enabling transfer to a live agent or a callback request
Text-to-speech (TTS) integration	Improve subscriber usability by providing out-of-box support for third-party TTS engines

Cost-Effective Application for Improving First Call Resolution

Traditional IVRs provide a one-way, audio-only interaction and limits customers to responding with numeric responses through their phone dial pads. While voice recognition can improve the user experience, that solution can be costly and does not work efficiently when the end user is in noisy environments. PowerVille VIVR increases the usability of traditional IVRs by providing visual navigation capabilities as well as video sharing for an improved first call self-service resolution of customer engagements by providing:

• Faster interaction than listening to audio-only prompts

• Increased accuracy by allowing callers to see multiple options before making a selection

• Improved dialogue with an information-rich, web-based input that allows alpha-numeric data to be easily entered

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One important benefit of adding a visual dimension to IVR sessions is that it can help relieve contact center volume by handling more calls in a self-service manner without the need for agent interaction. However, when a live agent is needed, the PowerVille VIVR easily bridges the gap between customer self-service and live agent support with seamless transfer at any point within a VIVR interaction. This allows agents to become more productive by helping to reduce inbound calls and zero-outs. The enhanced user experience also helps to lower interaction abandonment and improve average handling times.

Customize Applications for Specific Industry Verticals

PowerVille VIVR comes with an intuitive service creation environment to quickly design, modify, and create new VIVR applications. The creation environment provides service providers and service developers a rich set of interactive voice, text, and video response building blocks, allowing them to rapidly develop new services to better engage customers.

PowerVille VIVR can enhance customer care applications that support activities across multiple verticals including communications, banking, healthcare, insurance, and utilities such as:

- Online mobile purchases
- Topping off airtime for prepaid mobile users
- Paying phone bills, utility bills, and checking balances
- Service activation involving messaging for unlocking SIMs
- Instructional videos
- Retrieving a Personal Unlocking Key (PUK) code to unlock SIM-based devices
- Marketing and sales promotions
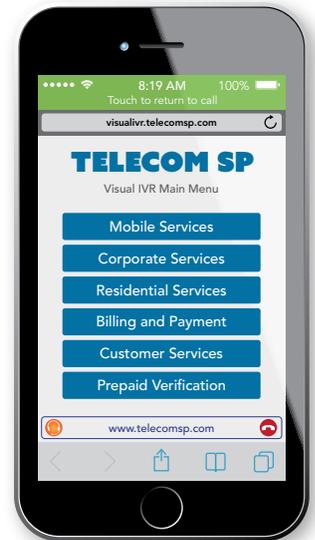
Carrier-Grade Scale and Availability

On-Demand Scalability and Built-in Redundancy

The PowerVille VIVR can run in public or private clouds on commercial- off-the-shelf (COTS) hardware and industry-standard virtualization environments. The PowerVille VIVR service scales horizontally, allowing for increased capacity by simply adding additional instances or servers. For example, for more user capacity, application servers can be added to the network in an N+1 configuration; and similarly when more media ports are needed, media servers can be added in an N+1 configuration as well.

Geographic Redundancy Option

To meet the demands of competitive service level agreements, today's service providers need highly reliable solutions. PowerVille VIVR was designed from the ground up to provide carrier-class availability with commercial reliability in the field. The PowerVille VIVR service can be deployed on fully redundant network elements allowing for deployment in a geographically redundant configuration.
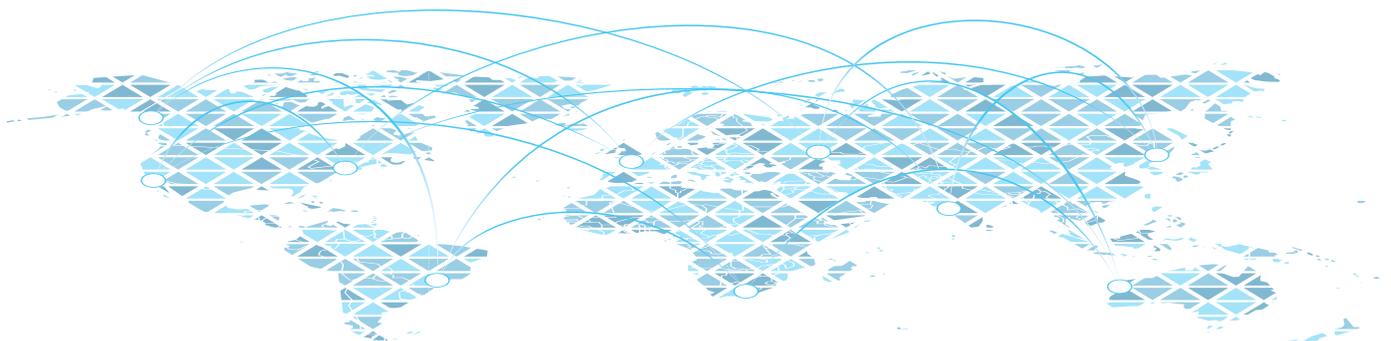
PowerVille VIVR Application Building Blocks

Basic IVR	Support for basic functions required to develop IVR applications such as Get Digits, Play Prompts, Route Calls, Menu, Record, and much more
SMS services	Integrate SMS protocols within the application for sending and receiving SMS messages
Speech engine interactions	Provides high level commands for integration of ASR and TTS technologies to MRCP-compatible speech engines
IMS Diameter	Allows online charging using the Diameter Credit-Control Application for Authentication, Authorization and Accounting (AAA) services
Web services	Integrate web technologies APIs directly within the call flow
ODBC/SQL	Provides access into SQL-compatible databases from within a PowerVille application for retrieving or submitting data
Call bridging	Supports connection of inbound and outbound sessions coming into and going out the application
Call routing	Allows the initiating of sessions regardless of whether the underlying protocol is ISDN, SS7, H.323, or SIP
LDAP	Provides an asynchronous interface to LDAP-capable directory servers
IMAP	Supports Integration with IMAP server technology for messaging services
SNMP	SNMP functionality within call flow logic allows SNMP messages to be sent directly from the application to SNMP managers
C-Hook	Supports the integration of third-party products (via an API) and custom-developed C functions, to be executed within the application call flow
VB script & Java script	Supports the integration of custom-developed VBScript or JScript to be directly executed within the application call flow
Fax	Support for fax functionality within the application
Host link	Supports communication with external systems by sending and receiving custom-defined packets via the data network
Real-time billing	Supports processing of real-time billing services such as prepaid and postpaid billing

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