TelcoAlert

Six Ways to Guarantee Your Calls Don't Drop With IVR Monitoring

Customers expect the best customer service, and when that expectation isn't met, your business's reputation suffers. Ensuring your voice service stays online and working properly is a key component to ensuring your customers are happy.

So how can you guarantee that you stay online and suffer no dropped calls? With IVR monitoring, you know that your self service, call center applications, and IVR are online 24/7. Here's exactly how it helps:

Consistent IVR testing.
An IVR monitoring solution tests your IVR every 15, 30, or 60 minutes to detect any uptime issues — notifying you immediately if problems are discovered.

Triple checks on errors.
Before sending you a notification, the monitoring system triple-checks errors using multiple carriers, preventing false alerts.

Advanced speech-to-text technology.
The solution makes calls to your IVR system and call center to validate that your system is working properly.

On-demand and monthly automated reporting.
Eliminate defects by identifying problems early and ensuring that risk and operational costs are minimized.

Notification alerts via text or email.
You'll be informed of inconsistencies in your IVR system so they can be addressed quickly, reducing customer-facing downtime.

Centralized web portal.
Add, delete, and manage numbers in a secure web portal for complete control of your IVR system.

Take Advantage of the Cloud
Your phone service is the lifeblood of your business. TelcoAlert's IVR monitoring solution equips you with the reliability needed to better serve your customers at all times. And because it's a hosted service, there's no need to make further equipment purchases for your infrastructure.

Our IVR testing ensures that your IVR is monitored consistently and is able to detect issues before they occur. Our DTMF, speech synthesis, and speech-recognition technology will interact with your system to make a report of deliveries to your call center applications.

No one wants dropped calls. If you're looking for a cost-effective and easy-to-use IVR monitoring system, **contact TelcoAlert today**. Email **support@telcoalert.com** or call **1-855-99-TELCO**, and we'll deliver the solution that best meets your business needs.