



## Inference

### IVR Health Check

*Improve Your IVR*

*Compare To Industry Standards*

*Conform To Best Practice*



#### What Is An Inference IVR Health Check?

Have you implemented an IVR or speech system and don't really know how it is performing in terms of delivering customer and business outcomes, and in comparison with benchmarked standards?

Inference has recognized that there are many organizations out there looking to better understand how their IVR's are performing and whether they can be improved.

As a result Inference has launched the 'Inference IVR Health Check'. This offering is a strategic planning consultation process that helps businesses align business, customer and technical objectives as they relate to their IVR self service solutions. The Inference IVR Health Check focuses on delivering the customer actionable recommendations that result in improved customer service and commercial outcomes.

Specifically, this service will focus on an analysis and assessment of inbound and outbound (speech and/or DTMF) systems and measure the performance of those systems against industry benchmarks and world best practice. The resulting analysis will assist our customers in determining the best strategy and supporting business case to improve the service and or deploying additional self service.

Inference  
IVR Health  
Check Can  
Answer



How does my system compare against industry benchmarks?

Does my system conform to industry standards and best practice?

How do I really know what callers to my business are experiencing?

Can I be providing a better service with my existing technology investment?

Can I cut costs associated with my IVR and speech technology deployments?

Is my IVR and voice channel aligned with the rest of my business?

## Inference IVR Health Check Four Step Process

The IVR Health Check is designed to provide organizations with a quick and efficient means of conducting a review of their existing IVR and speech recognition systems. The output from this process is a document which outlines any recommendations for system improvement. See below for the activities that are involved in the IVR Health Check.

**Step 1 :** Inference sends a list of questions about the IVR application and platform that is in place to the client, in order to collect background information and to ensure the Inference team has a good understanding of the services being delivered and what the client is hoping to achieve.

**Step 2:** A meeting is then scheduled between Inference and the client to provide Inference with an opportunity to ask more in depth questions of the client about the systems being run, and to potentially collect some more data for analysis. This is also the point at which Inference asks the client to talk about their overall business objectives in order to give the analysis a broader context. This session would typically run for two hours to ensure all required background information is collected.

**Step 3:** The Inference team will take about one week (on average) to analyze the data collected. This would involve both

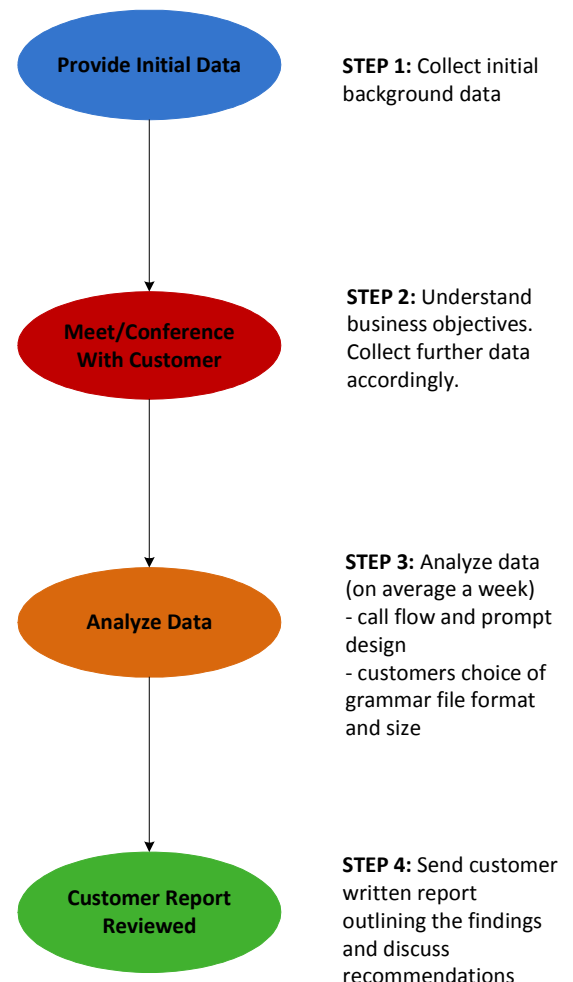
- a) the Inference human factors team who will analyze the call flow and prompt design, and
- b) from the technical development team perspective in terms of the customers' choice of grammar file format and size.

The development team would typically run some tests using a variety of diagnostic tools. This process will be conducted over the course of a few days.

**Step 4:** Inference will send the customer a written report outlining the findings and recommendations and then schedule a second meeting to present back the findings and to discuss any recommendations.



### Inference IVR Health Check Four Step Process



## Inference Resources



Our consultants utilize over 30 years of practical experience and take an agnostic viewpoint to ensure the strategies they create are the optimal approach to customer care efficiency and effectiveness for each individual enterprise resulting in making the most of your contact centre investments.

Inference has a world class team of IVR/speech recognition specialists whose experience includes:

- Regular invited speakers at international speech recognition conferences
- Key contributors to the Australian Standards for IVR and Speech Recognition
- On the boards of the CCMA and Australian AVIOS
- Contributed to international publications focused on speech design and technology

The 'Inference IVR Health Check' program then provides both an evaluation of an existing system together with actionable guidance of ways to gain additional benefit from existing technological deployments. Organizations that invest in IVR and self service systems use Inference services to increase their return on investment, to improve customer experience and make informed decisions on how to cut costs and to grow revenue. Inference qualifies the recommendations through the application of industry best practices and a comprehensive portfolio of analytic tools.



## Inference Technology

Our competitive advantage is derived from our core technology - *grammatical inference* -, which is the result of many years research into the field of Artificial Intelligence. What this means for our customers, is that our speech recognition solutions are faster and more cost effective to deploy, and yet provide a better quality outcome than ever before.

## Inference Communications

Inference Communications is a provider of sophisticated speech recognition solutions. Speech recognition enables automation of transactions, natural language call steering and brand awareness via your IVR. The benefits of speech recognition include:

- An affordable means of 24\*7 services
- A repeatable scalable service
- Easy access for mobile customers
- A source of rich customer data
- A flexible, maintainable service

## The Inference Effect

**Speed** – benchmarked at 1/10th the time it traditionally takes to implement speech.

**Cost** – Technology developing technology, reducing human labour.

**Service** – Customers are more likely to be understood with Inference technology.

**Flexibility** – You control the changes through the web interface.

**Market Intelligence** – Access to customer data, trends, desires, and calling habits.

## Our Business Model

We offer a flexible approach to solution delivery so that our products can be implemented using the technical model that suits your business.

Inference technology is platform independent so can be deployed to all the major vendor platforms and those platforms can be Hosted offsite by a third party or they can be your own infrastructure.

Call us on **1300 191 431**, email us at [info@inferencecommunications.com](mailto:info@inferencecommunications.com) or visit our website at [www.inferencecommunications.com](http://www.inferencecommunications.com)