

Your Interactive Voice Response system is like the front door of your business and a crucial part of the customer experience

It's the **first** thing people see and the first **impression** callers get



The Interactive Voice Response (IVR) systems of the past were simple. They played announcements, greeted your customers and routed callers to available agents. Today, IVR systems fill the much more important role of transforming companies into constantly accessible businesses with a singular goal of addressing customers' needs quickly and effortlessly.

Clarotech's Voice Prompt Recording Service offers you uniform, professional voice prompts for welcome and on-hold messages and Interactive Voice Response (IVRs) on your PBX or call centre.

Recording Features

- Studio-quality sound
- Sound mixing and editing
- PBX upload and integration

IVR Logic Review

- Review IVR call flow
- Ensure best practice
- Customer-centric

Voice Options

- Professional voice artists
- English and Afrikaans
- Male and female adult voices

Content Editing Service

- Translations
- Grammar checking
- Sentence structure and word use

Pricing Options

Unlimited recordings

R475 p/m

4 recordings per annum

R 200 p/m

Once-off recordings

SLA rates

Promote your products and provide information using customised messages while your customers are on hold

