



CREATIVE CONNECTIONS

# IVR – INTERACTIVE VOICE RESPONSE CONNECT SIMPLY BUT EFFECTIVELY

YOU NEED NEVER MISS A CALL WITH 4D IVR, AS IT ALLOWS YOUR CUSTOMER TO INTERACT WITH YOU OR YOUR SERVICE 24 HOURS A DAY! 4D IVR CAN LEAD YOUR CUSTOMER WITH REAL VOICES THROUGH PRE-RECORDED PATHS IN A SCRIPTED AND AUTOMATED TELEPHONE CONVERSATION. IT CAN PROMPT THEM FOR SPOKEN INFORMATION OR RESPONSES FROM THE TELEPHONE KEYPAD

## INDUSTRY PARTNERS

PhonepayPlus



Ofcom



## OUR BRANDS



### WHO CALLS IVR SERVICES?

- Any regular telephone user will encounter an IVR service at some point. If they find them intuitive & effective, such as those provided by 4D, they will call again!

### WHAT DO THEY GET?

- Access to you or your services, thus responding to their call at any time of day

### WHY DO THEY CALL?

- Simple – straightforward keypad or vocal commands
- Immediate – you or your services are available at any time
- Compelling – 4D only use real voices on our IVR services

## ABOUT THE PRODUCT FOR CLIENTS

- 4D IVR services can be provided on a range of premium or non-premium rate tariffs\* and typically, set up can be achieved within five working days\*\*.
- 4D only supply numbers to agencies and Corporate clients. As an independent network operator, we operate our services directly providing you with the safety and security to ensure the highest possible quality of service.
- 4D has been providing bespoke interactive voice response (IVR)\*\*\* services since 1993 and also has a range of 'off the shelf' solutions available.
- Secure web based access to a full reporting package that allows you to track the success of your service in real time is provided as standard.

\* IVR provision is subject to a minimum call volume of 10,000 minutes per month

\*\* Dependent on requirements & any applicable regulatory constraints

\*\*\* IVR services are charged on a 'per minute' basis

For further information, demo and pricing, please call:

4D Sales on 0800 075 4343

Email [sales@4dinteractive.co.uk](mailto:sales@4dinteractive.co.uk) or simply visit [www.4dinteractive.co.uk](http://www.4dinteractive.co.uk)