ivanti Neurons

Ivanti Voice

Ivanti® Voice combines Ivanti Neurons for ITSM and your phone systems for a completely integrated, voice enabled service management solution. Deliver a better customer experience and improve call handling with complete automated call distribution (ACD), integrated voice response (IVR), skills-based routing, and screenpop features. Increase service levels and productivity while lowering costs with a fully integrated contact center service management solution.

Improve Your Callers' Experiences

One of the most frequent customer complaints about call centers is having to repeat information. With Ivanti Voice, customer data and agent screens travel with the call everywhere so the next agent has the same information as the last. Recognize and handle priority customers before other calls based on ticket or contact records. Reduce costs with phone-enabled self service for resetting passwords, initiating and approving change requests, or checking service management status. All components you need to run a complete service desk contact center solution are provided in one offering.

Increase Agent Productivity

Save agent's time with automatic "screen pop" of relevant contact and incident information in the service management application. Calls can be highlighted or separated into various queues based on type, priority, or queue time.

Transferred calls are minimized because caller information and the reason for the call are identified using IVR input and application data. This means calls are answered by the right agent the first time. Be confident that the right agent or team is handling the call. Reduce wasted call-handling time and save on overall costs.

Integrated End-to-End Solution

Built to support Ivanti Neurons for ITSM deployments both on-premise and in the cloud, Ivanti Voice brings together the three main components to any service engagement: **1)** the agent; **2)** the business data; and **3)** the main medium employed in any contact-center environment – the phone. Now you can realize faster, more efficient service to drive customer satisfaction beyond current levels. This integrated, voice-enabled approach helps ensure that any organization can be better aligned with its strategic business initiatives while driving down service costs drastically and increasing customer satisfaction.

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ivanti.com
1 800 982 2130
sales@ivanti.com