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Alvaria CX Suite™: Inbound
The Smart Solution for Inbound Contacts

Improve the productivity and efficiency of incoming customer contacts with a unified solution that manages all inbound channels. Get customers to the right agent, right away, so you can improve your first-call resolutions and build customer satisfaction.

Alvaria Inbound provides a unified solution for managing multi-media inbound communications within a universal queue. The Alvaria ACD uses skills-based routing to effectively manage inbound calls, emails, and chats into your contact center in a single resource. Other features include digital messaging, interactive voice response (IVR), priority queuing, PBX integration, and multi-site networking. Through a combination of intelligent routing and comprehensive real-time management tools, your organization can simultaneously maximize customer service and contact center productivity.

Maximize Agent Resources

Alvaria turns your agents into universal agents, managing blended contacts at each station. Rather than sitting idle while waiting for incoming contacts, your agents can handle outbound communications, including voice, email, web or fax. The results? Improved agent efficiency, and increased contact center productivity.

Define Priority Queues by Program

With Alvaria, you can define how contacts enter the queue to help control wait times during busy periods. You can set priority queuing levels for all inbound and outbound communications channels. Using DNIS detection, contacts can be prioritized by program, according to service level goals, for speed of response.

Maintain Unified Contact Histories

Alvaria's built-in enterprise relational database stores all customer contact histories in a single, unified database. You can view communications and notes for all inbound and outbound contacts in one place for efficient account management.

Increase First-Call Resolutions

The Alvaria Inbound toolset provides intelligent routing to distribute inbound contacts efficiently, reducing the number of abandoned or dropped inbound calls. Skills-based Routing and other defined parameters direct your customers to the most appropriate agent or group to handle their call. Fewer call transfers help you serve your customers needs on the first call.

TRUST THE EXPERTS
A TOTAL INBOUND SOLUTION.

Alvaria maximizes customer service and improves handling and efficiency for incoming customer contacts while helping you manage resources more effectively.

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Offer Customer Self-Service

Alvaria Inbound works with our built-in IVR features. You can offer callers the information they want through self-service options, reducing the need to speak to an agent. With inbound IVR and text to speech and automated speech recognition, customers can access data automatically, increasing speed of service and lowering overhead costs.

Reduce Operational Expenses

Alvaria can help you reduce long distance charges from phone carriers. If no agent is immediately available, Alvaria can extend the number of rings before the call is put into the queue with our patented SmartAccept feature. Phone carriers do not charge until the call is answered, so you save on long distance fees. Line least-cost routing and skills-based routing to get callers to the most qualified agent are also available to help reduce handle times and improve cost efficiencies.

KEY FEATURES

- Supports desktops in web & Windows environments
- Intuitive Desktop Builder tools create new scripts quickly & easily without advanced programming
- Single Blended, Omnichannel Queue for all Media Types: voice, email, web & fax
- Unlimited Number of Simultaneous Inbound Programs
- Skills-based Routing: multiple skills & proficiency levels
- Priority Queuing: automatic adjustments for defined service levels
- Announced Queue Wait-times
- Interactive Voice Response (IVR) Functionality
- Virtual Queue & Voicemail Support: messaging or call-back options
- Dropped Call Recapture
- Custom On-Hold Messaging by Program
- ANI Look-Up: blocking & priority based on number called

- DNIS Detection: flexible group-to-group rollover & multiple message options by program
- Database Integration with Automatic Screen Pops
- Multi-level Call Overflow
- Internal and External Call Transfers
- Conference Calls (up to three parties, plus call recording)
- PBX Integration
- Dynamic Program & Resource Management: move, add, or change programs or center resources
- Remote Admin, Supervisor, & Agent Support
- Real-time Queue Supervision & Reports: contact routing and tracking, length of time in queue
- Dramatically shrinks the average speed to answer (ASA), increases service levels, decreases telecom costs, and provides a better customer experience
- And much more...

❝With Alvaria, we've grown our inbound call volume while average call wait times have decreased almost 30%, and agent staffing requirements have been reduced by more than half. The blending capability for inbound and outbound keeps our agents productive and helps manage the peaks and valleys of inbound volumes more efficiently.❞

About Alvaria™
Alvaria helps organizations efficiently manage and engage the modern workforce and connect compliantly with customers and prospects. Our open, innovative multi-platform is purpose built for two core competencies; a feature-rich, intuitive, and intelligent workforce engagement management platform, and a multichannel proactive compliant outreach platform. Alvaria, the product of the merger of world leaders - Aspect Software and Noble Systems - is proudly celebrating 50 years in business reshaping customer and employee experience. ALVARIA. Reshaping Customer Experience™.

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