

Make your IVR web-aware for today's digital world

Give customers visual, voice, and touch experiences with [24]7 Vivid Speech

Your customers want a way to make complex tasks simple. [24]7 Vivid Speech makes that happen on their mobile devices, and helps them self-serve. It extends your IVR to a true mobile web experience.



2 of 3 consumers

want to contact enterprises and get optimal self-service in any channel.*

1 of 2 consumers

want enterprises to anticipate their needs and for self-service to be optimal in any channel.*



Digital engagement is a top priority for large enterprises. The goal: Make self-service so effective it can resolve

80% of customer contacts.

[24]7 Vivid Speech is Visual IVR that makes self-service simple for consumers and enterprises



Web-aware:

True omnichannel connected journeys



Simple:

No download required



True multimodal experience design:

Not two separate phone and web apps stitched together



Extremely responsive:

Low latency between speech and web reduces cognitive load on consumer



Contextual:

Personalized voice and visual experience



Secure:

Security supports one unified experience across phone and web

[24]7 Vivid Speech is proven at scale

[24]7 is the only company delivering Visual IVR at scale. We're powering the largest commercial deployments, and delivering tens of millions of Visual IVR experiences annually for Global 500 enterprises.

Customers demand intuitive visual IVR experiences...

Enterprises demand cost effective results...

86%

of users opt-in to multi-modal experience

\$12M

annual savings

92%

success rate

87%

rate experience 4 or 5 stars

Results for Fortune 500 banking and financial services company

[24]7

Next Steps:

Download our white paper, "[Extend Your IVR to a Web-aware Mobile Experience.](#)" You'll learn how you can exceed customer expectations in self-service.

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*[24]7's Customer Engagement Index 2015. A Research Now survey of 3500 consumer respondents from the US, UK and Australia. Note: "Optimal self-service" is being able to resolve all issues myself through the web, mobile app, or automated phone system without having to talk to, email or chat/instant message with a customer service representative.