S-NET Connect
Feature Highlight

IVR (Interactive Voice Response/Auto Attendant)

IVR Feature Highlights

S-NET's IVR/Auto Attendant feature allows you to streamline your business workflows with custom call routing, ring groups, remote workforce extensions, and more. See how S-NET enhances your agent and caller experiences with our tailored-fit IVR solutions.

Custom IVR Configurations

S-NET provides a Dedicated Project Manager to oversee the custom design and implementation of your IVR call flows. Your IVR can be set up to route calls to the following:

Custom IVR/Auto Attendant: Multiple tier IVR designed to direct all incoming calls to the best agents and destinations for caller needs.

Extension: Direct calls to a specific extension.

Conference: Direct calls to a virtual conference bridge.

Voicemail/Remote Access: Direct calls to voicemail or program the IVR to allow callers to exit the queue to leave a voicemail.

Company Directory: Provide callers with a Company Directory to locate their desired party.

External Number: Direct calls to an external number such as a cell phone or landline to reach remote employees for a seamless caller experience.

Enhanced Ring Groups: Route calls to multiple individuals or departments, with basic reporting and hold-time management.

Queue: Route calls to customer service teams with advanced reporting, advanced call queuing features, automated callback, and more with a Call Center license.

IVR Feature Highlights

Sample IVR Scripts

See some high-level examples of how callers may experience interactions with your business.

Initial Greeting

"Hello, and thank you for calling **[YOUR BUSINESS NAME]**. If you know the extension of the person you wish to reach, please enter it now."

IVR Options

- "To speak with the operator, press 0 at any time."

- "For Sales, press 1."

- "For Technical Support, press 2."

- "For Billing, press 3."

- "For information about our company, press 4."

- "To leave us a Voicemail message, press 5."

- "For company directory, press 6."

IVR Feature Highlights

If the caller's extension or department is not available

"No one is available to take your call at the moment. Please leave your   name, telephone number, and a brief message, and we will return your call as soon as possible. Thank you."

When the caller requests company information

"Our staff is here to serve you Monday through Friday 8 am to 5 pm, Central Time. You can visit us on the Web at **"[Your Website]"**. If you would like to leave a message, please do so at the tone, and we will return your call as soon as possible. Thank you."

When calls are received after hours

"You have reached our office after hours. No one is available to take your call at the moment. We are open Monday through Friday 8 am to 5 pm, Central Time. Please call us during business hours or leave a message at the tone and we will be happy to return your call during our next business day."

Have a specific IVR request? S-NET can help! Contact us for more information on custom IVR configurations. Our team of experts are ready to provide solutions, services, and support tailored to your business needs and goals.

+1-877-777-7776 | Sales@SNETconnect.com