

# Spok Voice Connect™

## Improve Contact Center staff satisfaction and efficiency

Spok Voice Connect™ enables organizations to process routine phone requests including directory assistance, messaging, transfers, and paging without live operators and with more ease-of-use than with touch-tone technology. Using interactive voice response (IVR), it provides intuitive, voice-based interaction by prompting callers to say the person, department, or information they seek. The system 'listens' to the response, finds the information, and connects the call.



### Benefits:

- Help contact center team manage periods of increased call volumes, even when short-staffed
- Free operators' time to support more complex, higher-value customer needs
- Improve contact center staff job satisfaction by equipping them with advanced speech technology
- Eliminate the need for physical servers and T1/analog cards with native SIP support
- Provide a consistent, user-friendly experience for your callers

### Key Features:

- Automated patient, staff, and department directory lookup and paging functions
- Uses interactive voice response (IVR) for improved performance and provides intuitive, voice-based interaction
- Reporting dashboards streamline creation and user customization
- Greets callers with a voice consistent with your organization's customer experience standards
- Callers can speak their needs or opt out to connect with a live operator
- Spok® Speech services continually tunes your speech-based directory to ensure calls are properly connected
- Included web-based designer to create and manage your organization-specific call-flows