

OPX IVR Gateway

Transform your digital operations with OPX

opx



Overview

The OPX Interactive Voice Response (IVR) Gateway is a service framework delivery¹ using a mixture of your chosen voice XML-based IVR solution and three OPX modules for API, Scriptflow and Robotics.

Together, they are used to gather data from your OPX database (or your core systems) to present to an interactive session through the IVR system.



Features

The combination of the OPX Scriptflow, Scheduler and API modules, and (if required) some customised technical glue delivered as part of this solution, allow you to:

- use ID&V questions from OPX to verify the identity of callers
- call OPX scripts to interact with customer requests
- use data from your core systems or OPX stub data to check against ID&V questions or service requests
- start back-office OPX service requests
- use Scriptflow to call Robotics or APIs to get core system information²

¹ Some API glue components may be needed depending on the IVR system web service capability.

² Core data is accessed via robotics or available API's.

Benefits

All of these features working in tandem deliver an interactive experience that can provide the customer with an automated Q&A service designed by the operations team to help reduce common, easy-to-answer questions on:

- core systems data
- OPX workflow case status information e.g. "where is my xyz?"
- get expected delivery dates of services from OPX
- reduce human call operations for simple data requests
- hand more complex requests to the phone agent pool but not lose the context of the call
- gather data for OPX operational insight