



Tx CONTACT



THE SEARCH FOR AN OPEN, SCALABLE AND EASY-TO-MAINTAIN IVR ENDS HERE

People have come to expect anytime, anywhere access to customer service and information. The challenge facing most contact centers and corporations is how to deliver high quality, round-the-clock customer care, while keeping costs in check.

TxIVR is a highly scalable, standards-based IVR system developed to solve that challenge. With TxIVR, contact centers will be able to automate many agent processes, and really drive down talk times. Furthermore, a wide array of routine businesses processes can be automated and optimized using TxIVR.

TxIVR is completely software based and does not require the normally needed dialogic boards for its functionality. This flexible architecture allows TxIVR to quickly grow and adapt with your evolving business.

FEATURES

- Integrated with leading CRMs
- Payment Gateway Ready
- Failover/Load Balanced Configurations
- Voice Recognition
- ODBC Compatible Database