

Interactive Voice Response (IVR) Discovery Document

1. What is driving to you review at IVR Services?
2. Is there a database or CRM in which the IVR will be searching to obtain customer information from?

3. Do you have an approx. amount of calls to the IVR that you are anticipating?
4. Is there a current IVR and what is it doing?

5. Are you looking for customers to be able to speak voice commands in order to navigate menus?
6. Does your IVR need text (rather than numbers/dates/currencies) to be read back as part of the application?

7. Are you looking for outbound broadcast capabilities?
8. Do you have your own IT Resources?
9. Any additional thoughts on your IVR needs you would like to cover?