

IMPROVE
CUSTOMER
EXPERIENCE
READY TO USE
SOLUTIONS

HOSTED
INTERACTIVE
VOICE
RESPONSE (HIVR)

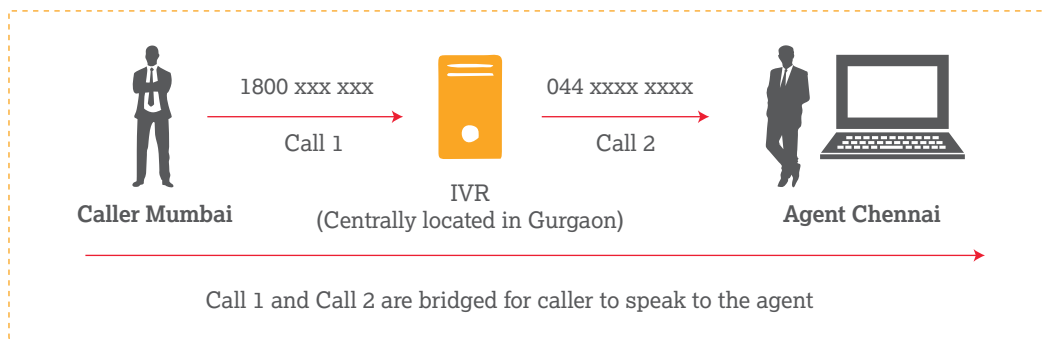
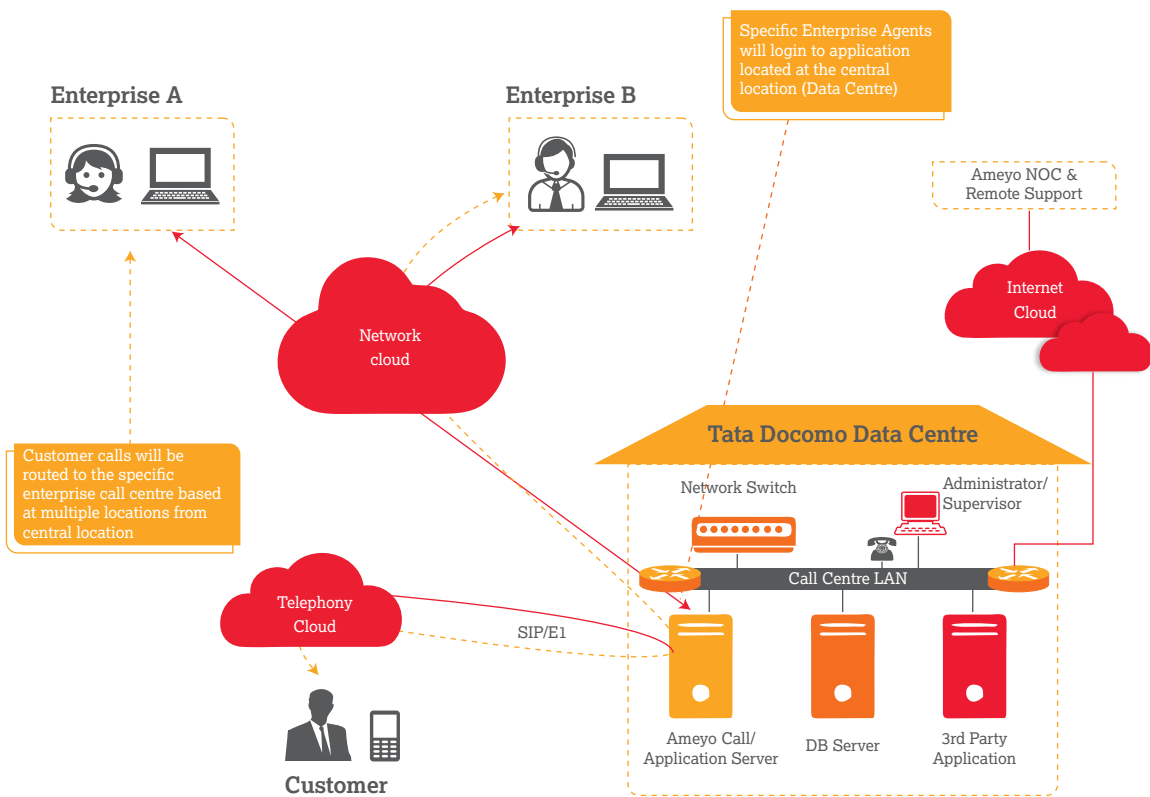


In today's competitive marketplace, businesses need to make sure their customers are given the best experience when dealing with them. This often involves big investments in IT infrastructure. Not all businesses can afford this. Leasing out infrastructure and services can go a long way in helping business.

HOSTED INFRASTRUCTURAL EFFICIENCY

With our hosted IVR (HIVR) solution, your business no longer needs to worry about hardware and software infrastructure investment required for great customer experience. Our hosted platform can also significantly reduce the turnaround time required to setup the customer experience business process, as all the necessary infrastructure is available and ready to use.

Network Architecture



BUSINESS ADVANTAGE

- Low total cost of ownership, since hardware is deployed at our data centres
 - Big savings due to no investment in IT management, use of centralised hosting and transfer of calls over the internet
 - Real-time monitoring and analyzing call traffic using our comprehensive solution
 - Ability to design your own IVR processes through our on demand, self-help IVR designer
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- Integrate calls with external Text to Speech (TTS) or Automatic Speech Recognition engines such as Nuance
 - Easy integration with your existing back-end systems, including CRM, database applications through web-based APIs
 - Hosted self help process that integrates with your e-mail and query systems
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FEATURES

WHY OUR HIVR SOLUTION?

- We offer ready to use IT infrastructure for hosting and handling calls
 - Our solution requires extremely low investment to set up and maintain the solution
 - With us you get significant reduction in the turnaround time for setting up the IVR process
 - We give you easy integration with your existing systems and processes
 - Our solution is customisable as per your business requirements
 - Our service standards are second to none
 - We value relationships
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WHY US?

- With the widest suite of products & services, you don't need to look any further
- Our relationship managers & solution architects design what is best for you
- We are a dedicated team of over 2000 professionals working tirelessly to serve you
- Our reach is unparalleled with 125,000 km of network, 750+ partners, 1600+ channel teams
- Our customers trust us and the industry recognizes our innovations
- We have been successfully meeting customer's business needs for over 20 years



Find us on:



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