

# IVR Monitoring System

## Who is watching your IVR?

Is your IVR being monitored? Vocantas IVR Monitoring System ensures your IVR systems are monitored remotely. If interruptions to your service occur, a message is automatically delivered to the designated service personnel to ensure the situation is promptly addressed. Vocantas IVR Monitoring System guards your IVR solution and alerts you if any issues arise by sending out an alarm via e-mail or a telephone call.

### Features

Key features include:

- E-mail/telephone alert
- Password-protected web interface
- Script builder which allows reaching IVRs that are accessed through other IVRs
- Log of reach attempts and whether they were successful or missed



Vocantas IVR Monitoring System is flexible and can be configured either to dial into the monitored IVR(s) or the monitored IVR(s) can dial into the application as a "check in". How often (e.g. every 15 minutes) you want the Vocantas IVR Monitoring System to check the monitored IVR(s) is also configurable as is how many times the guarded IVR is allowed to miss the call before an alarm is sent out.

### Ensure IVR Uptime, Minimize Loss of Service

Vocantas IVR Monitoring System is ideal for companies with mission-critical or 24x7 operations, such as hospitals, banks with 24x7 self-service IVR, emergency notification systems or companies with global employee or customer base. Monitoring the IVR system in the event of a power outage or system overload contributes to ensuring maximum uptime and minimizes loss of service which can, in addition to loss of revenue, have legal ramifications and result into negative publicity and higher customer attrition.

### Offer Value-added Services, Meet SLAs

Another group that can benefit from IVR monitoring includes companies that provide IVR hosting services as well as integrators or ISVs. For these companies, Vocantas IVR Monitoring System can act as a support tool for meeting Service Level Agreements (SLA) or they can provide IVR monitoring to their customers as a value-added service.