IVR-XCHANGE

IVR-Xchange (IVR-X) is a **Programable Cloud Service** from Network Intelligence. This cloud based Interactive Voice Response provides a user selectable gateway to multiple Programmable Telecom Services for CPaaS applications.

Since **IVR-Xchange** resides in the cloud, it can easily be positioned to sit in front of an existing Business or Call Center to direct calls, off load routine calls, handle overflow and off hours traffic. **IVR-X** can identify mobile callers before they are answered and offer Texting as an alternative to a voice conversation. Enhanced features like Conference Calling, Call Capture, Hosted PBX, Smart Voicemail and multiple Small Business solutions can also be delivered.

Service Providers and Large Enterprise can now deliver CPaaS services previously only available using a developer. Development is not required because **IVR-X** services have access to brandable applications through the **RestcommOne** **marketplace** and open source prebuilt application modules and templates using the **Restcomm** **Visual Designer**.

Try it out from your mobile phone!
Dial 1-408-429-2200 for a demonstration of IVR-Xchange!

Current RestcommONE Marketplace Applications

- SMS and Voice Contact Center
- Smart Voicemail
- SMS Based Customer Serivce and Support
- A.I. ChatBot
- Two Party Cell Connection
- Telemedicine
- Video Websharing
- Cognitive Voice and Messaging

- App to Person
- 2 Factor Authentication
- Live Chat, Scriptable Voice API
- Hosted PBX
- Opt-in/Opt-out SMS Marketing
- Number Masking
- Call Tracking
- Mobile Payments & Financing

Restcomm *Visual Designer*

In addition to the ***RestcommOne marketplace*** applications, the ***Restcomm* *Visual Designer*** can quickly configure an IVR via a drag and drop graphics interface, versus hand coding. Plus, preconfigured building modules and templates are provided to facilitate the implementation of services and allow Service Providers and Enterprise users to turn up services faster!

Prebuilt Visual Designer Modules and Templates

Building Modules

- IVR Module
- Text to Speech Module
- Voice Response Module
- SMS Send/Receive Module
- Recording Module
- Call Capture Module
- Click to Call Module
- Conference Bridge Module
- Outbound Dialing Module
- Call Forwarding Module
- Voicemail Module
- Voicemail to text or email Module
- Customer Support Module
- Appointment Module
- Push Notification Module
- Opt-In/Opt-Out Module
- Transcription Module

Templates or Bundles

- Auto Repair
- Doctor's Office
- Hair Salon/Spa
- Restaurant Reservations
- Small Business
  - Auto Attendant
  - PBX Module
  - Customer Support
  - Voicemail
  - Voicemail to email
  - Conference Bridge
  - SMS Module
- Hotel System
  - Room Service
  - Front Desk
  - Concierge
  - Valet/Hair Salon/Spa/Restaurant
- Dispatch System
- Surveys
- Real Estate
- Retail Merchant