

The Modern IVR Opportunity



How to boost customer satisfaction and cut operational costs.



Outdated IVRs are costly to use, often difficult to iterate, and confine your customers to a phone tree with a restricted set of unhelpful choices. Plus, without good self-service options, your agents can get stuck resolving simple queries instead of focusing on delivering exceptional customer service.

Twilio IVR applies advanced analytics and AI to modernise your IVR systems and meet the needs of individual users. It gives you the tools to add new features, adapt existing ones, and iterate easily.

What can Twilio IVR do?

- 🔊 **Convert customer speech into text in real time**
Take transcribed text and determine customer intent.
- 🔊 **Personalise your service**
Integrate custom data sources and business processes to your IVR using flexible API tools.
- 🔊 **Automate the basics**
Use AI to add predictive and conversational capabilities to your IVR system.

What can a modern IVR bring to your business?



Reduce operational costs

Help customers find what they're looking for faster. Cut down on time-consuming customer service, reduce resolution costs as a result and allow agents to focus on more complex queries.

"Twilio helps us focus on our core business. It just makes running a company much, much easier."

Tom Blomfield
CEO, GOCARDLESS



Become more responsive

Resolve customer queries quicker. Use a combination of programmable voice, speech recognition features and AI to route calls to the correct department or present relevant self-serve options to your customers.

"The new solution has given Marks & Spencer an improved ability to have more direct and meaningful conversations with our customers."

Chris McGrath
IT program manager, Marks & Spencer



Boost conversions

Facilitate seamless and effective communication by predicting the right answers, and steering interactions toward the right results. Tweak your IVR as you gather customer feedback to deliver a tailored, transformative experience that's unique to each customer.

"Based on our customer feedback, our customers tell us they are happy with our Twilio-powered voice support. In fact, now more than 50% of users opt for voice or chat instead of email."

Rodrigo Guzman
Senior Manager of Product Development,
MercadoLibre

Good business through the art of listening.

Twilio IVR helps you drive customer satisfaction up and drive costs down.

Get in touch or download our IVR demo for your product and engineering teams.

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