



## Examples of Mutare Custom IVR Solutions

### Customer Call Routing

*Automated call-routing applications that save time and money without sacrificing customer service.*

Customer: Information Builders

Mutare Solution: An IVR system with integrated call router and escalation features. Callers follow a menu of voice prompts requesting the product line (chosen from a menu of products) requiring assistance. During business hours, Call Router routes the call, based on the product selected, to the appropriate technician. After hour customers identify the product in question and leave a detailed message. Technicians are able to review the message and prepare a response prior to call-back. The solution's escalation feature automatically pages technicians in a defined escalation pattern for after-hour/weekend calls.

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Customer: New England Biolabs

Mutare Solution: An IVR application that takes calls from customers with service requests. The customer enters the parts number for the product in question and is automatically routed to the appropriate support agent.

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Customer: Plantronics

Mutare Solution: An IVR application for customer product request calls. The customer simply calls the 800# and is automatically routed to a distributor for handling. All distributors are listed in a databank. The application acts in a round-robin pattern to hit all distributors evenly.

### Internal Call Routing

*Customized solutions that improve access to voicemail, particularly in large, multi-server environments.*

Customer: Sanofi-Aventis

Mutare Solution: An MCS server to front-end the company's two MM servers, providing single-line access to voicemail boxes company-wide for both customers and employees. The system mirrors the voice prompts of MM auto attendant and delivers calls to the appropriate MM mail box, providing a seamless voicemail access experience for the caller. Also provides a global spell-by-name directory.

### Employee Reporting

*IVR solutions that reduce administrative time and improve efficiency through automation of phone-call reporting.*

Customer: New York City Department of Parks and Recreation  
Mutare Solution: An absence reporting IVR integrated with the parks system employee database. Workers reporting absence call in and provide identification and reason for absence via voice prompts. The system compiles the recorded absences and delivers a report via email and voicemail to each location manager multiple times during the work day. All data is archived for future reference.

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Customer: Financial Industry Regulatory Authority (FINRA)  
Mutare Solution: An emergency IVR report line. Should a large-scale event causes widespread business disruption, key employees can call in, receive recorded instructions, and register their responses to survey questions regarding their status and availability by touch-tone. All responses are recorded for access and tracking by administrators through a website.

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### **Auto Benefits Enrollment**

*Allows benefits registration and enrollment by phone, resulting in greater efficiency, reduced costs, and better service to employees, particularly those without web access.*

Customer: Major international foodservice provider  
Mutare Solution: An IVR application integrated with customer's human resources data base. During the assigned enrollment period, employees throughout the enterprise call, access the system with their private ID, and follow voice prompts to select, via keypad prompts, their preferred health benefits and level of contribution. The system provides a summary total at the end of the selection process with the option to revise selections. Selections are automatically saved in real time to the customer's HR department for processing.

### **Auto-Scheduling**

*Solutions that automate and deliver work assignments by phone.*

Customer: Kellogg Company  
Mutare Solution: IVR application integrated with the company's employee and scheduling data bases. Employees call in prior to the start of the work day, provide their employee IDs, and receive an automatic message with their respective work assignments. Also provides the employee with the ability to report a long-term absence, or an anticipated return to work.

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Customer: Robertson's Ready Mix  
Mutare Solution: An IVR application integrated with the company's load assignment data base. Drivers call into the assignment line with their personal IDs each evening before work and receive a personalized voice message providing the location and time for their specific cement pickups. The system also allows administrators to add messages customized and delivered to specified individuals or groups.

### **Auto-Permits, Applications**

*Saves municipalities time and money through automated permit requests processing.*

Customer: Palm Beach County, Florida  
Mutare Solution: An IVR application integrated with the county's building department projects data base. Contractors call the line, provide a contractor ID and permit

number and, through keypad responses, request to schedule or cancel inspections. The line also provides callers permit status reports. Should a permit be rejected, the application communicates the reason back to the caller.

**Automated Out-Call**

*Automated appointment and/or delivery reminder call system.*

Customer: State of North Dakota

Mutare Solution: Phone application integrated with the North Dakota Child Support Enforcement program data base that provides automatic delivery of scheduled calls to support providers regarding upcoming appointments and/or delinquent payments.

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Customer: Crystal Rock

Mutare Solution: Phone application integrated with the company's customer data base – provides automatic calls to customers alerting them of an upcoming bottled water delivery so arrangements for can be made to facilitate delivery.