

# Perfect your self-service experience

## Managed Voice Portal

An highly customizable cloud-based Interactive Voice Response, build on top of Genesys technology and natively integrated with Orange Contact Centers.

### Premium IVR solution

Deliver intuitive and personalized self-services for quickly getting the right information or connect with an expert when needed, with full interaction context.

### Flexibility, simplicity and burst capabilities

Easy to deploy and manage thanks to predefined voice menus and self-administration portal. Benefit from unlimited burst capabilities to face overflow.

### Unique service, tailored to your needs

Choose the level of support you require: develop and manage voice menus on your own or delegate design, execution, customization and hosting to Orange.

### Ideal for companies with:

- Overloaded contact centers, seeking to lead customers to autonomy and differentiate with enhanced self-services
- Advanced qualification needs



**Business  
Services**



## Create positive brand experiences

- Provide effective guidance through intuitive voice menus
- Profit from broaden interactive capabilities with DTMF, speech recognition, natural language and text-to-speech
- Go digital adding visual information to the IVR

## Provide fast resolution with self-services

- Personalize interactions and anticipate customer needs based on context
- Make changes with no IT involvement needed
- Activate emergency routing plan in a few clicks to always fit the demand

## Quickly match callers with your best experts

- Ensure fast routing while cutting down on misdirected calls
- Automate simple requests to reduce call volume to agents, hold times and frustration

## The Orange difference

### Worldwide availability

We rely on regional datacenters in the USA, Europe and APAC and unrivalled global coverage to collect contacts where your customers are and route them to the skilled agent.

### 24/7 customer service

Leveraging 5 Major Service Centers and 24 Local Service Centers, we deliver follow-the-sun support in over 30 languages.

### Unmatched expertise, extensive experience

200 consultants to help you define the appropriate strategy and 550+ certified experts to design, build and manage your solution.

## Orange

The power of a global operator and a large scale digital service provider

2017 APAC Cloud Contact Center Service Provider of the year by Frost and Sullivan

2017 Leader in Contact Center as a Service Gartner MQ Western Europe

A  
unique  
partnership

## Genesys

The world's #1 customer experience platform

2017 Leader in Contact Center Infrastructure Gartner MQ worldwide

2015 Challenger in Workforce Optimization Gartner MQ worldwide

2014 IVR Gartner MarketScope Strong Positive: Highest Score



**Business  
Services**

More information on  
**Orange Business Services**

<http://www.orange-business.com/en>

