



# e-IVR

## CallMeBackNow!

If you've ever visited a Web site and been disappointed when you couldn't find a phone number for the Company, didn't you wonder why a business would make contacting them so difficult. Sure...you could fill out some email form, but that's a poor substitute for "reaching out and touching them" immediately with a phone call.

Honestly...isn't that when you want to talk to a potential customer...at the exact moment they're interested in talking to you? CallMeBackNow! is an innovative way to allow a Web user to initiate (from your Web site) a phone call...from you - to them...instantly.

CallMeBackNow! can be placed anywhere on a Web site. You can use as many of them as you'd like, and you decide the extension each is associated with. A Web user enters their name and the phone number they'd like the call placed to in the small on-screen CallMeBackNow! form. They simply click a button and, instantly, e-IVR places a call from your phone system to that number. The Web user can designate a time to be called later if they're rather not be called right away. When the Web user answers, they are connected with the extension designated to that particular CallMeBackNow! form.

Assign different CallMeBackNow! forms to different departments, sales people, or even another e-IVR™ application. Connect the Web user to a customer satisfaction Form Filler or an Audio Bulletin Board (where they can access a library of recorded spots). You decide which extension responds to the CallMeBackNow! request.

- Web users simply type in their name and phone number to initiate a call from you to them...at the very moment they're ready to talk (the best possible time)
- If desired, the Web user can schedule a specific callback time
- Announces to the responding agent the name of the Web user and the CallMeBackNow! Form that was used
- Place any number of CallMeBackNow! Forms and assign them to any number of extensions or applications
- CallMeBackNow! can be turned on or off, based on hours of operation
- Integrate CallMeBackNow! with other e-IVR applications (transfer the customer to a Form Filler, Audio Bulletin Board, etc.)



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