




## IVR Application Hosting

### IVR Hosting Services Offers Maximum Convenience

**All the benefits.** With no capital expense, no maintenance responsibilities and no long-term contracts.

Employing IVR technology can make a **measurable difference** for your business, whether you are running a short-term marketing campaign or require expanded capacity to support your customer contact center.

### Why Hosting?

**Ultimate Flexibility. Hosting gives you options:**

- **Capacity Management** – usage-based capacity adjusts resources to your call volumes
- **Capital Management** – no capital investment required
- **Availability** – turn your service on and off as needed, whether short- or long-term
- **Technology Access** – you're not limited to "vanilla" IVR; leverage advanced applications such as **speech recognition**, without the complexity inherent with in-house IVR systems

**Wise Investment. Hosting can reduce your IVR system costs:**

- **Leverage Existing Web Investment** – connect the IVR systems to your Web-based systems
- **Reduced Costs** – tiered pricing lowers per-call costs during peak demand periods
- **No Unused Capacity** – manage costs by paying only for the services and capacity you use
- **Lower Capital Expenses** – avoid capital outlay and the lengthy financial approval process

**Operational Impact. Hosting supports your business goals:**

- **Competitive Advantage** – IVR technology access allows small businesses to compete and offer high customer service levels without a large investment
- **Business Focus** – now you can focus on your business and your customers. Acclaim Telecom manages your IVR technology solution for you.
- **Eliminates Obsolescence** – you always have the best solution with today's leading technology



## Technical Information

- Ports: 4 – 100s, digital or analog
- Intel® Performance Servers
- ODBC database compliant
- Legacy host connectivity
- DTMF or speech-enabled scripting
- Multilingual support
- ANI/DNIS intelligent routing
- Dynamic routing to live agents
- High-reliability environment with secure data access
- SSL/HTTPS



### Contact Us

Questions? Business Challenges?  
IVR Problems? We have answers.

Please contact us at:

**Acclaim Telecom Services, Inc.**  
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### Sales

Sales@acclaimtelecom.com

### Technical Support

Support@acclaimtelecom.com

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## Your Unique Needs Are Met with a Customized, Comprehensive Solution

IVR Hosting Services from Acclaim Telecom fit **businesses of all sizes**, providing productivity tools and enhanced customer service. Hosting Solutions include:

### Temporary Usage Needs

Support short-term activities:

- Marketing campaigns such as contests
- Customer surveys
- Short-term capacity expansion
- Shareholder voting activities

### Technology Needs

IVR and Advanced Applications:

- Customer care or help desk
- Contact center and expanded capacity
- Access to Automated Speech Recognition

### Customer Needs

Customer Self-service Applications:

- Store locations and hours of operation
- Product warranty and safety information
- Outbound appointment reminders
- Employee benefit information
- Utility payments and/or outage status
- Order processing and order status



## Committed to Excellent Service

We understand that you are putting your business in our hands. We take that responsibility seriously. This includes:

- Ensuring database security
- Supporting your applications in a high-reliability communications center
- Providing rapid adjustments to manage changes in your call volume