



# Call steering

## Natural language navigation



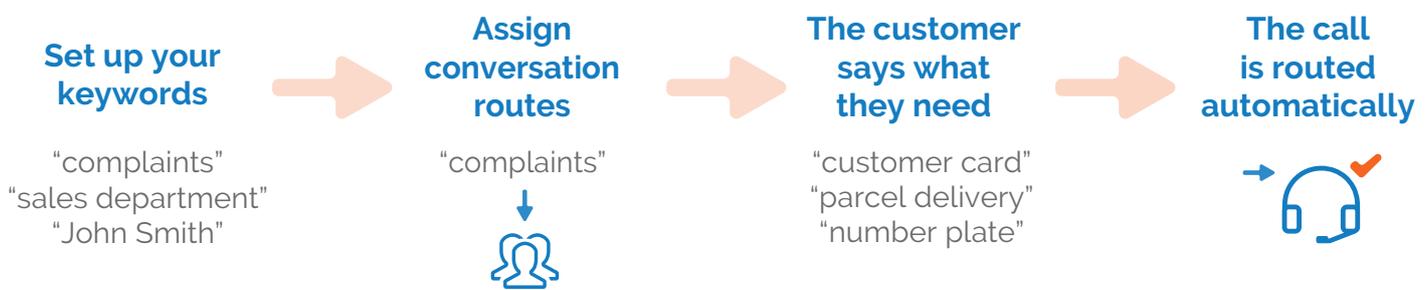
Daktela V6 Call Steering is a service for contact centres that use phone trees, ranging from just a few options to complex multi-level IVR.

A clear advantage to navigating through IVR simply by saying keywords is how **natural** it is for the caller to interact with this modern technology, making it ideal for a wide range of customers.

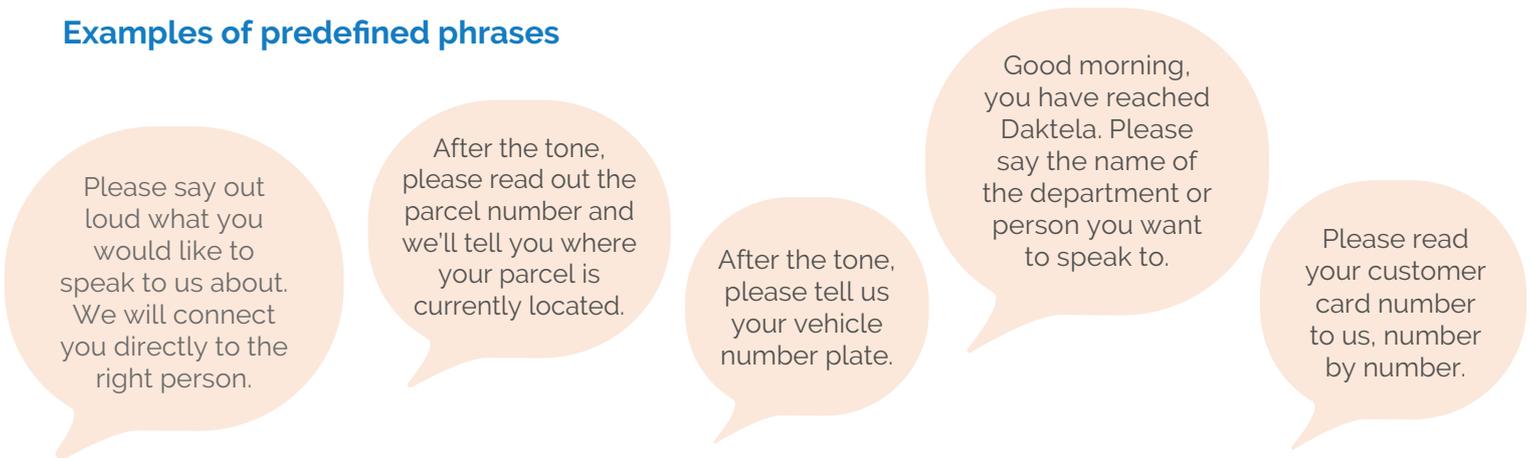
Call Steering can also be used to **completely automate** some self-service customer requests based on voice interaction, where the agent's role is mainly to input information supplied by the customer into the system.

**Call steering greatly improves customer experience on your customer service line.**

### How does it work?



### Examples of predefined phrases



- ✓ **Customer experience**
- ✓ **Faster service**
- ✓ **Lower operating costs**
- ✓ **Universal contact point**

#### **Intelligent voice menu**

Replace your customer service line IVR with a completely automated voice operated menu and get rid of complicated and confusing phone trees.

#### **Reading out numbers and letters**

Do you need the customer's card number or number plate? They can simply read out the individual numbers and letters and thanks to Call Steering, the system can either display the data to the agent or process it automatically.

#### **Company voice directory**

Do your customers often call specific employees but you don't want them to have to remember their extension numbers? Set up a voice directory and your customers will be able to call a general number, say the employee's name and we'll take care of the rest.