

# 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?

### Set up your keywords

"complaints"  
"sales department"  
"John Smith"



### Assign conversation routes

"complaints"



### The customer says what they need

"customer card"  
"parcel delivery"  
"number plate"



### The call is routed automatically



## Examples of predefined phrases

Please say out loud what you would like to speak to us about. We will connect you directly to the right person.

After the tone, please read out the parcel number and we'll tell you where your parcel is currently located.

After the tone, please tell us your vehicle number plate.

Good morning, you have reached Daktela. Please say the name of the department or person you want to speak to.

Please read your customer card number to us, number by number.

 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.