ENVISIONWARE®

Enriching Public Library Service Inside and Out

INTELLIGENT VOICE RESPONSE SYSTEM (IVR)

EnvisionWare® Intelligent Voice Response System (IVR) is designed to make it easy for patrons to reserve a public computer by phone, saving valuable staff time and enhancing patron self-service.

This low cost solution is integrated with EnvisionWare's computer reservation system, PC Reservation®, giving patrons the ability to reserve a computer over the phone, in addition to online and at the library. Through a series of automated telephone prompts, patrons can:

- Schedule a computer reservation at a specified location

- Cancel reservations automatically by phone

- Check on the status and location of a reservation

Patrons use their library card and PIN to make a reservation either by using voice prompts or by entering information via the phone keypad.

The IVR system is designed to scale from a single location with a handful of computers up to a multi-branch system with thousands of computers. Features include:

- Voice recognition technology

- Local installation and cloud-based options

- Hosted option for telephone numbers and services

- Works with PC Reservation Version 4.4 and higher

With IVR, patrons enjoy the same automated phone experience that they're familiar with in their daily interactions, including making personal appointments and reservations.