



Does the “I” in your IVR mean “Irritating” or “Informative”?

We design contact center solutions your customers will WANT to use.

Nearly every company struggles to create an optimal contact center infrastructure. Costs to hire live agents are high and if you keep a customer in the IVR for too long, they are annoyed ... especially if they do speak to an agent who does not have the data that they just spent time entering into an automated system.

In these days of smart phones and technology – information is at our fingertips at all times. Customers expect records from their service providers to be consistent, real-time and accessible from any channel at any time.

At MicroAutomation, we use our over 20 years of contact center expertise to help you to provide an ideal customer experience and save money. From full solution development all the way to implementation and support, MicroAutomation is a **TRUE technology provider - not just an order taking vendor.**



Contact Center Solutions

- **Hosting:** Determine the ideal environment for your company - cloud, managed, on- or off-premise
- **Interactive Voice Response (IVR):** Utilize dynamic menu choices, real-time frontend messages, backend systems integration and other IVR best practices
- **Proactive Outbound Customer Engagement:** Send customized, real-time messages to your customers with interactive options
- **Computer Telephony Integration (CTI):** Provide the ability to screen pop customer information to agents based on data entered in the IVR or phone number matching
- **E9-1-1 Solutions:** Manage the key components of the call portion of your E9-1-1 center with the MicroAutomation product suite
- **Multi-Channel Communications:** Cater to the “Now” customer with SMS, MMS, email and other evolving capabilities

Contact Center Services

- **Consulting:** Provide experience, ingenuity and creativity from contact center industry experts
- **Contact Center Architecture:** Assist in creating a fully optimized contact center environment including new or existing hardware and software assets
- **IVR Design and Development:** Build your IVR and menu choices based on your business needs and customer requirements
- **Software Development:** Implement applications such as an auto attendant or proactive customer engagement solutions specific to your business
- **Managed Services:** Monitor and improve the contact center based on proactive systems analysis
- **Support:** 24x7x365 support for any system issues or questions

About MicroAutomation

Commercial, government and 911 customers worldwide have benefited from MicroAutomation’s expert design, development, deployment and support of their contact centers for over 20 years. Outstanding creativity, the ingenuity and forethought of our engineers and partnerships with a wide-range of leaders in our industry allow us to continually provide our clients solutions that surpass expectations. <http://www.MicroAutomation.com>

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