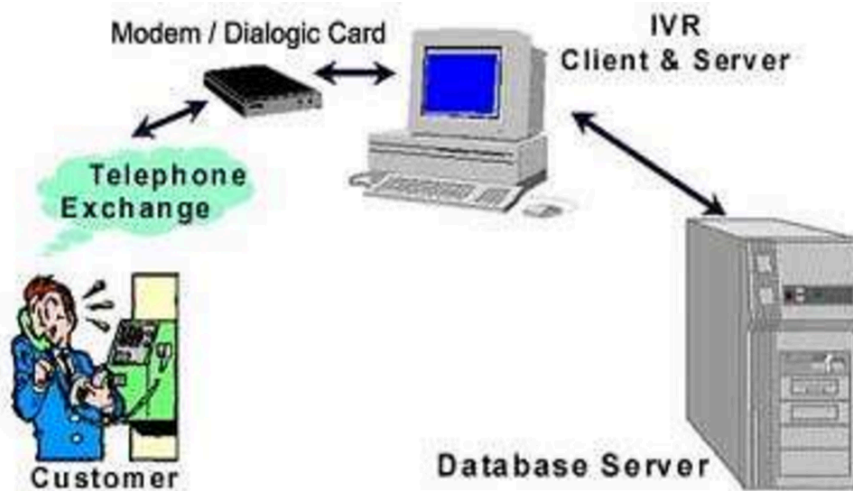# INTERACTIVE VOICE RESPONSE SYSTEM (IVRS)

Description

The Interactive Voice Response System (IVRS) is an automated telephony system, which provides the caller a controlled access to an interactive voice-guided menu for lodging complaints and seeking status of the complaints lodged earlier. The IVRS accepts a combination of telephone input through touch-tone keypad selection and provides appropriate responses in the form of pre-recorded voice messages in interactive mode. The customized voice messages can be in any language including Hindi. The IVR system would typically include a Computer system with Dialogic card, customized software application, database and supporting infrastructure.

The controlled access is through a registration number and a password (which can be obtained from the authorities through an application, on physical submission of the registration form). The registration number and password is input through the keypad of the telephone instrument, a correct combination of which provides access to a voice-guided interactive menu.

The first layer of the menu provides the categorization of the services, and the second layer provides the list of types of complaints, from among which, the user can select the appropriate complaint code and input the same through the telephone instrument. The selection leads to storage of the complaint in the system, generation of a token number reference (for future reference) and voice communication of the same over the telephone, to the caller. The caller can subsequently access the system, provide the token number input and obtain a voice-guided status of the complaint.

On the back-end the system reports are provided regarding the complaints received in the IVRS system, which are then forwarded to the respective agencies for due redressal. The agencies in turn provide their feedback, which is input to the system, from where the complainant can obtain feedback as above. The caller may get the status of the problem and departmental status report may also be produced for further analysis.

Features

- Computer Telephony Interface (CTI)
- User friendly and Easy-to-Use
- 24 X 7 facility without manual intervention
- Messages in user's own language
- Transparent and efficient system
- Facility to log complaint without wasting time
- Caller Line Identification facility
- Convenient to user
- Automatic response of the status
- Produces variety of reports

Applications

- Complaint booking
- LPG booking
- Railway / Airline / Bus related timings / ticket enquiry
- Insurance enquiry
- Credit card information
- Loan account enquiry
- Order tracking and status
- Call centers
- Message broadcasting & Reminder services
- Courier / Logistics tracking
- Examination results enquiry

जन समस्या समाधान के लिये आई.वी.आर.सिस्टम में दिये गये मुख्य चयन

- तहसील, उपखण्ड, कलेक्ट्रेट कार्यालय मे राजस्व से संबंधित कार्य जाति प्रमाण पत्र, मूल निवास प्रमाण पत्र, नकल प्राप्ति एवं नामान्तरण का कार्य
- जलदाय विभाग से संबंधित समस्या हेतु हैंडपंप, ट्यूबवेल, पाईप लाईन खराब होने एवं प्रदूषित पानी से संबंधित समस्या
- स्वास्थ्य विभाग से संबंधित समस्या हेतु दवाइयों की अनुपलब्धता एवं जननी सुरक्षा के भुगतान के संबंध में
- बिजली से संबंधित समस्या हेतु ट्रांसफार्मर खराब/चोरी होने, सप्लाई नहीं आने, तार ढीले होने, कम वोल्टेज एवं निर्धारित समय से कम विद्युत आपूर्ति के संबंध में

कलेक्ट्रेट स्थित आई.वी.आर.सिस्टम द्वारा टेलिफोन के माध्यम से रिकार्डेड उपरोक्त समस्याओं को नियमित रूप से संबन्धित विभाग को भेज सकते हैं।

Note: **A pre-implementation study is a pre-requisite for such projects, to identify the system requirements and user requirements. The customization can be done as per the user requirements.**

For further information contact:
IT Division, REIL House, Shipra Path, Mansarovar, Jaipur – 302020
Tel: +91-141-2888400, E-mail: reilit@reiljp.com