VIER

Your smart voice control
for efficient calls

Intelligent. Efficient. Customer-focused.

VIER Smart IVR is taking modern voice response systems to the next level. Thanks to AI-supported pre-qualification, the system identifies the caller's intent – without any rigid menus. The result: faster processes, increased customer satisfaction and reduced workloads for teams.

With VIER Smart IVR, you analyze calls in real time, automatically capture caller intent and intelligently direct calls to the relevant team or specialized bot. Flexible integration and fully adaptable to your requirements.

How it works

› **Automatically identifies caller intent:** No need to press any buttons – the system understands what the call is about

› **Flexible redirection:** Intelligent call routing logic for efficient handoffs to teams or systems

› **Customizable dialogs:** Language selection, PIN, location, categories – everything can be customized

› **Data protection included:** GDPR compliant with secure hosting infrastructure in Germany

Your advantages

Seamless integration
Compatible with VIER engage & other solutions

Simple setup
Easily adaptable with prompts – without any programming
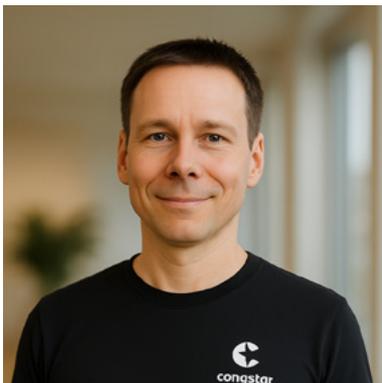
Flexible dialogs
No more rigid IVRs

Enhanced customer experience
Callers simply state their request, leading to improved customer satisfaction

VIER

Customer feedback

Alexander Marr
Workforce and Analytics Coordinator

congstar

»The VIER engage omnichannel ACD impresses with its structured architecture and seamless integration with all standard systems. We enhanced our setup with the flexibility of high-performance LLMs with Smart IVR.

The VIER ACD allows us to identify missing information before we actually speak to the caller and together with the Smart IVR, we query this in the dialog with the customer.

This means every caller is redirected to the right team and the employee handling the call is fully prepared when they start the conversation.«

Made & hosted in Germany

Our awards for service and quality.

Software Hosted in Germany
Bundesverband IT-Mittelstand e.V.

Trusted Cloud
SERVICE 10019

IFU-CERT
Zertifiziertes Managementsystem
DIN EN ISO/IEC 27001

Software
Bundesverband IT-Mittelstand
Made in Germany