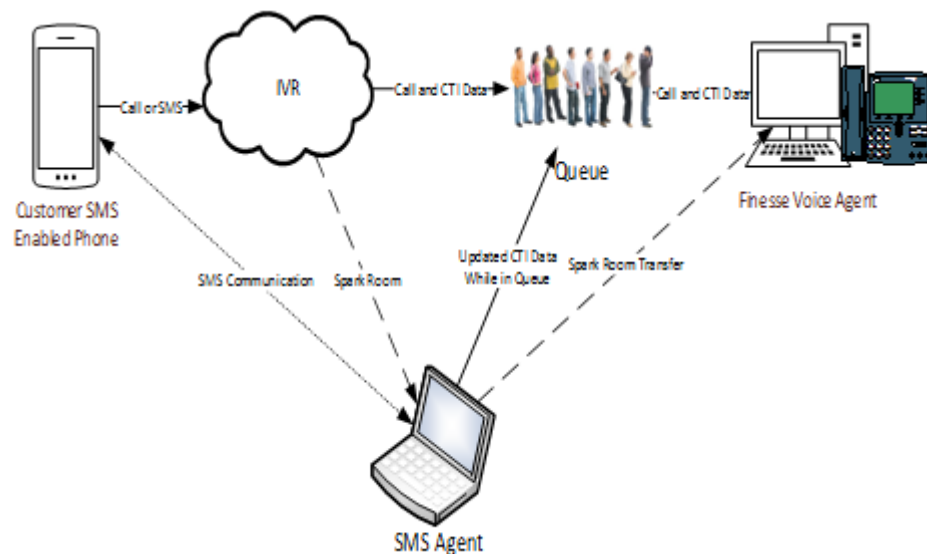


## SMS In CVP Queue (UCCE/CVP/Tropo/Spark)

### Use Case:

When calling from an SMS-enabled phone, customers are offered courtesy callback for long waits as well as the opportunity to work on their issue via SMS while waiting for the callback. For easy calls, this approach can leverage lower skilled agents. For complex calls, the SMS dialog may be used to further define the nature of the questions and/or begin to research material needed to resolve the issues. This approach reduces voice agent time by allowing SMS to move past basic questions to make the voice call more efficient. A transcript of the SMS session is made available to the voice agent as part of a CTI screen pop. Callback is cancelled if the situation is resolved via SMS. Future enhancements include the ability to leverage AI/ML to suggest best answer and possibly provide automated problem resolution.



This offer includes: CVP application installation/configuration help and system testing, Tropo Setup assistance and two 4 hour remote training sessions and one year of next day support.

Price Breakdown is based on number of CVP ports and SMS transaction volume in Tropo. 1-150 ports, 151-300 ports, 301-500 ports and 500+ ports.