

Speech/Interactive Voice Response (IVR) Locator



A Speech/IVR Locator with speech recognition offers a significant enhancement to your Web-based store locator that saves time, money, and improves customer service. Customers in transit or away from their computers can call in to quickly and easily locate stores, service areas and more.

Using a Speech/IVR locator, you can:

- Provide a valuable locator service to customers when they don't have access to a computer
- Significantly lower operational costs by reducing the number of calls that must be answered live
- Free up staff to handle more complex customer inquiries
- Gain efficiency and economies of scale using the same location database accessed by your Web-site's store locator
- Improve customer service by eliminating hold times and providing answers quickly
- Understand caller demographics to better market your products and services

A Better Calling Experience

Callers dial your toll-free number from any landline or mobile phone and find your nearest location by speaking their ZIP Code, address, or telephone number. Or they can use their touchtone keypad to enter information.

You can optionally route callers directly to their preferred location. The result is faster and better customer service, a better impression among customers of your brand, and lower call center costs.

100% Hosted Platform

- SpatialPoint uses the Microsoft Bing Maps platform to perform location lookups and analyze distances between the caller's location and your business locations.
- SpatialPoint partners with leading Microsoft speech technology partners to handle all telephony configuration, hardware, and software technology.
- Our Speech/IVR Locator uses open standards and web services. It also integrates with the same location data you already use for your web-based store locator.