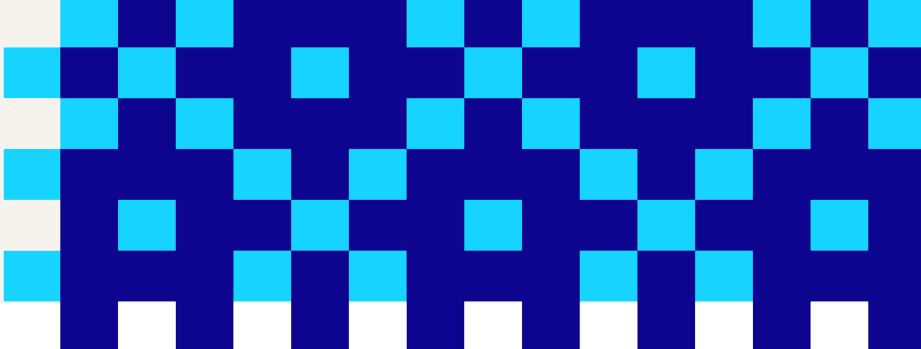




Product Sheet



IVR

Enhance the customer experience with automatic and efficient support

Use the Thredd Interactive Voice Response (IVR) service to enhance the customer experience by providing automatic and efficient support, while reducing your customer support calls and overheads

The Thredd IVR service gives cardholders a quick and efficient way to perform actions on their card without having to wait in a queue to speak to customer support. Using IVR, customers can:

- Activate their card
- Check the available balance
- Report their card lost or stolen
- Unblock or obtain their PIN
- Hear terms and conditions

Features

Support for key actions

- Activate cards, check available balance, report lost and stolen cards, and unblock or get PINs

Language Support

- Support for 33 different language options.

Customisable

- Tailor pricing based on script, language, the number of minutes used/month etc.

Benefits

Business Facing

- Reduce customer support calls and overheads
- Improve the user experience by offering quick and efficient support
- Automate key actions such as card activation or balance enquiry
- Minimise fraud by allowing customers to report lost and stolen cards quickly

Customer Facing

- Save time with rapid customer service and support
- Improved accessibility and control for cardholders
- Get PIN reminders over the phone
- Get support in their own language

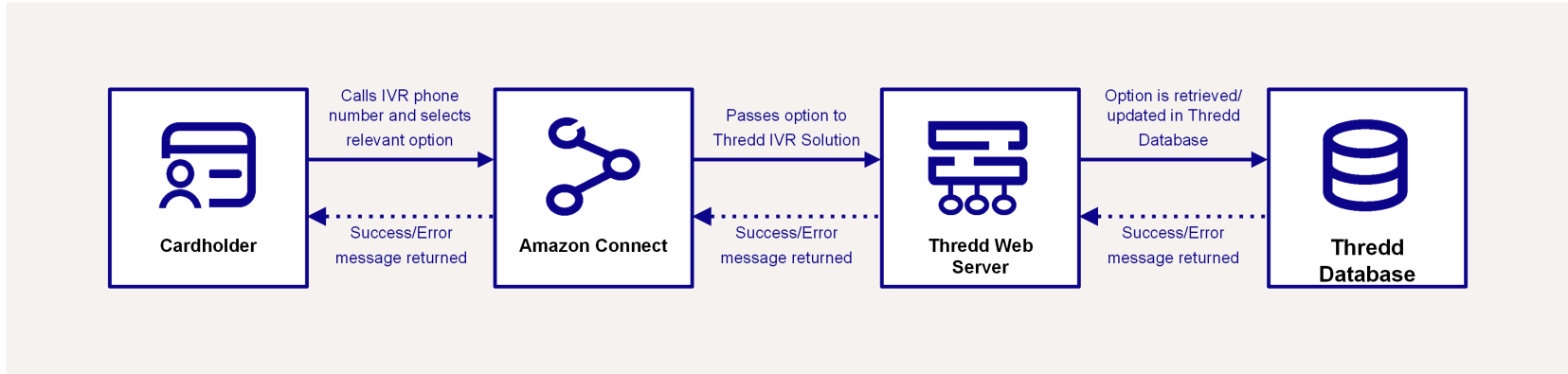


How it works?

The Thredd IVR service is based on Amazon Web Services Connect (AWS Connect). When a customer calls your designated phone number, the selection process is completed in AWS Connect. Based on the option selected by the cardholder, AWS sends a Web Service request to Thredd to perform the relevant action.

Note: For more information about Amazon Connect, see [Amazon Connect](#).

After Thredd performs the requested action, the result is passed back to the cardholder via AWS.



The Thredd IVR service is configured at Program Manager level (and will be available to all cards in your programme). To discuss IVR costs, speak to the Implementation team who will work with you to complete the IVR builder template.

Setup At-a-Glance

To benefit from the IVR Setup service, contact your Thredd Business Development Manager or Account Manager. Thredd will then work with you to configure the IVR service.



FAQs

This section provides answers to common questions about the Thredd IVR service.

Q. What languages can I use?

The default language is British English, but there are 33 language options that can be selected in AWS Connect. For a full list of languages, see [Languages Supported by Amazon Polly](#).

Q. Is there documentation?

For more information on using the Thredd IVR service, see the [Thredd IVR Guide](#).

Q. Where can I find out more?

Please contact your Thredd Business Development Manager or Account Manager.

Note: Pricing can be based on script, language, the number of minutes used in each month, and a monthly cost to support the service based on the size of the programme.



Contact Us

Please contact us if you have queries relating to this document. Our contact details are provided below.

Thredd Ltd.

Support Email: occ@thredd.com

Telephone: +44 (0) 203 740 9682

Our Head Office

Kingsbourne House
229-231 High Holborn
London
WC1V 7DA

Technical Publications

If you want to contact our technical publications team directly, for queries or feedback related to this guide, you can email us at: docs@thredd.com.

