

IVR & CALL HANDLING

Phonovation operates the largest IVR platform on the Island of Ireland, capable of handling over 2,100 simultaneous calls and currently processes over 48 million calls and text messages per annum.

Phonovation provides a wide range of automated call handling services to the corporate, utility and government sectors. Our automated platform allows organisations to supplement their existing network by allowing **Phonovation** to handle a proportion or all of their inbound call traffic depending on the client's instructions.

Phonovation provide a wide range of intelligent IVR options such as automated bill payments. As part of the service our platform can also initialise bulk SMS to proactively update a client's customer base with payment receipts and information updates.



Phonovation is Ireland's largest Automated Voice and Business SMS solutions provider. Phonovation currently process in the region of 3 million calls and text messages per month on behalf of our clients, who include UPC, RTE, Greenstar, Vodafone, Quinn Direct and a range of government departments amongst many others.

Our services include:

- **Bulk SMS**
- **24/7 Payment Solutions**
- **Charge-To-Mobile Payments**
- **Web Payments**
- **IVR and Call Handling**
- **Interactive Print & TV Services**

Call us now for more information on +353 1 2843011
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