

## 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**  
**Email us at [orders@phonovation.com](mailto:orders@phonovation.com)**  
**or visit our website at [www.phonovation.com](http://www.phonovation.com)**