

Interactive Voice Response System (IVRS) 互動語音系統

➤ Our Service 服務內容

A comprehensive telephone hotline system is one of the competitive advantage. News Power provides you with an advanced communication system that facilitates an efficient, professional and highly effective manner of handling customer service.

一個完善的電話系統能讓您從競爭的商業環境突圍而出，News Power 為您提供先進的傳訊系統，讓客戶享受最方便及高質素的客戶服務。

➤ Scope of Service 服務範圍

Info Call Service Hotline 資料查詢服務熱線

Callers can select any voice information they would like to receive, e.g. latest activities, product and service information, special promotions etc.

來電者可自選收聽各類訊息，適用於活動公佈、產品及服務宣傳等。

Fax On Demand 傳真索取

Callers can acquire any designated documents via fax upon request.

自選收取任何傳真文件。

Redirect Calling 電話轉駁

Incoming calls can be transferred to any designated phone number or system voice mailbox.

來電者可被轉接至任何特定的電話號碼或留言信箱。

Voice Message / Recording 電話留言錄音

Caller can leave messages in the system's voice mailbox for your further action.

來電者可留言於系統的留言信箱，讓您作進一步跟進。

Outbound Bridging 自動撥號

The system, which dials automatically to any designated phone number for 24 hours, can be utilized for conducting automated market research.

系統可24小時不停自動打出至指定號碼，可作為電話偵察或市場調查之用。

➤ Advantages of Using IVRS 系統優勢

- 24 Hours Inbound Information Request 24小時聆聽即時資料
- Inbound Calls Interflow 電話分流
- CRM Support 顧客關係管理支援
- Game & Lucky Draw Participation 遊戲及抽獎
- Market Research / Questionnaire 市場問卷調查
- Telesales 電話銷售

➤ Other Services 其他服務

News Power also offers the highest standard of professionalism in the following services:



Media Monitoring 媒介監察

Business Information 商業資訊

Public Relations Services 公關服務

