YOUR CLIENTS WILL BE ABLE TO MANAGE VIA TELEPHONE THE ASSIGNMENT OF A SEAT FOR AN EVENT IN THOSE CASES IN WHICH THEY POSSESS A PERMANENT OR ANNUAL PASS.

IVR>FREE SEAT

No more empty seats at your events and shows.

Your clients will be able to manage via telephone the assignment of a seat for an event in those cases in which they possess a permanent or annual pass.

Free Seat is an IVR solution that enables your clients to manage the assignment of a seat for an event in those cases in which they possess a permanent or annual pass.

This solution is applicable to sporting events when the client has a season ticket, as well as for the cinema, theatre and shows of any nature.

The IVR automatic process begins with the request for the client's particulars. Once the identification process is completed, the client is asked what day he/she wishes to assign the seat -the system has previously loaded all the days for which the client has this seat.

The client may interact via their telephone's keypad, or via voice, thanks to recognition technology (ASR). Considering that we are dealing with dates, the voice recognition is more convenient, faster and flexible, given that the client could say "tomorrow" or "September 23rd" and the system would calculate the date automatically.

In addition, with voice synthesis technology it is possible to greet clients in a personalised manner, and confirm the details introduced for their verification.

Considering that we are dealing with a packaged and modular solution, the personalisation cost is lower if we compare it with the costs of designing such an implementation from scratch.

MANAGE THE SEATS THAT WILL NOT BE OCCUPIED

- Thanks to this system, in which the call to carry out this task is reduced to seconds, your client will be able to offer you the ticket corresponding to his/her seat so that your company may put it on sale.

HIGH ROI AND WIN-WIN

- The cost of the system is low and it has a high ROI, in that with each completed call you will be capable of generating a new sale of a seat. The client assigns his/her seat and wins, and you win.

OPTIMISATION AND COST SAVINGS

- Having at your disposal a call centre of agents answering calls has a high cost. Reduce agent administration times in seat assignment operations through the automation of calls, with the cost savings that this implies, with this packaged solution that has a low implementation cost.

TECHNICAL INFO

IVR platforms:
Avaya Aura Experience Portal
Genesys Voice Portal
Nortel MPS
Voxeo Prophecy
Altitude and any IVR based on VoiceXML technology.

Operating system:
Windows Server
Linux

Databases:
Oracle
MySQL
DB2
Microsoft SQL Server.

TTS engines:
Nuance Vocalizer
Loquendo TTS
Verbio.

Application servers:
Apache Tomcat / Apache TomEE
Oracle Weblogic
IBM Websphere
Glassfish
Jetty
jBoss.

Recognition engines:
Nuance Recognizer
Loquendo ASR
Verbio

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