Don't Let Implementing an IVA Intimidate You

Most companies today are choosing to work with an experienced service provider that has a proven track record of developing, implementing, and maintaining IVAs in a contact center. The following basic steps are necessary for a successful project.

1. Planning & Research

The first step is to plan the project and conduct research on the target audience, use cases, and available technology or services. Identifying the problem to be solved, defining the goals of the IVA, and understanding the user's needs and expectations are part of the first step, and one that any service provider should be eager to participate in.

While implementing any new piece of technology may seem intimidating for businesses, the help of an IVA provider ensures that the IVA integration will be as seamless as possible.

2. Design

The next step is to design the IVA's user interface, conversation flow, and behavior. This involves creating a wireframe or prototype of the IVA and designing the look and feel of the interface with your audience and goals in mind. The conversation flow is created by mapping out the user's journey and creating a script that guides the user through the conversation.

3. Development

Once the design is finalized, the IVA is developed using programming languages and development tools. This involves creating the natural language processing (NLP) and machine learning algorithms that enable the IVA to understand and respond to user queries.

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4. Testing

Testing for functionality, usability, and performance is a critical step. This involves conducting both manual and automated tests to ensure that the IVA performs as expected and meets the user's needs.

5. Deployment

Once testing is complete, the IVA is deployed to the production environment. This involves integrating the IVA with other systems and making it available to users.

6. Maintenance

The final and ongoing stage should be to maintain and improve the IVA over time. This involves monitoring user feedback, analyzing user behavior, and making improvements to the IVA's performance and functionality. It should also include enhancing the IVA to align with changes in technology or user needs.

Conclusion

When you work with Verascape, you will benefit from intent-specific Automation Engines and IVAs that are based on decades of industry experience. We do all the heavy lifting when it comes to implementation and ongoing support and provide all of this with no set-up or development fees. Our modest transaction fee is rendered only when we successfully take care of your customer. Give us a call today at 847.919.0873.

Get a **free proof of concept**

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