

United Arab Emirates Jobs Expertini®

IVR Specialist

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Company: Dicetek LLC

Location: dubai

Category: other-general

Collaborate with stakeholders, including business analysts to gather requirements and create functional specifications for IVR solutions. Test and troubleshoot IVR systems to ensure proper functionality and performance. Monitor and analyze IVR performance data to identify areas for improvement and optimize call routing and customer interactions. Maintain and update IVR scripts, menus, and prompts to reflect changes in business processes or customer requirements. Stay informed about industry trends and best practices in IVR technology, and recommend innovative solutions to continuously enhance our customer experience.

Skills
Strong technical expertise in IVR systems and platforms, such as Genesys & Avaya. Ability to analyze complex business requirements and translate them into efficient IVR call flows and prompts. Excellent problem-solving skills with the ability to troubleshoot and help resolve technical issues in IVR systems. Strong collaboration and communication skills to work effectively with cross-functional teams. Attention to detail and ability to ensure accuracy in IVR configurations and scripts. Familiarity with contact center operations and customer service principles. Ability to adapt to changing priorities and work in a fast-paced environment. Excellent written and verbal communication skills. Ability to work independently and collaboratively in a team environment. Strong organizational and time management skills.

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