



IVR Consolidation Analysis

Client Need: A regional bank was interested in an objective review and validation of their plans for IVR consolidation.

Solution: BenchMark reviewed the bank's current IVR architecture, IVR scripts, and port capacity utilization, based on hourly and monthly IVR traffic. Based on this analysis, the consolidation plans were validated. Additionally, savings opportunities were identified from optimization of IVR scripting and port utilization recommendations, and call center staffing configuration recommendations.

Results: An annual savings opportunity of over \$7 million from optimizing IVR port utilization in a consolidated environment, along with improvement of IVR scripts and optimization of call center staffing.