



World-recognized security monitoring and business software

IVX, a next-generation IVR solution





IVX, an “Interactive Voice Experience”, is a product that provides service technicians, alarm dealers, and customers with remote access to MASterMind data. Users can place systems on and off test, update schedules, record their activities on jobs to which they are assigned, and many other functions. Outbound calls can be automated to alert customers to low battery warnings, fail-to close events, and other selected alarm conditions.

IVX is a SIP enabled solution, allowing it to be hosted in a virtual environment. This means Dialogic telephony cards are no longer needed, but a SIP-enabled phone switch is required. IVX can work alongside existing VRT 12 systems, maximizing your technology investment.






Why IVX?

By reducing the number of alarms operators must handle, and therefore the time they spend on the phone, IVX saves you money, increases operator efficiency, and ensures response consistency. It allows customers to respond quickly and easily to many low-priority alarm conditions, saving them time and improving service satisfaction. IVX also eliminates the need for Dialogic telephony cards, reducing your costs.

Functions

-  **Handles both inbound and outbound phone calls**
-  **Reduces actionable alarm traffic**
-  **Validates contacts via personal identification number**
-  **Manage services tickets**

Features

-  **Text-to-Speech used in both inbound and outbound call processing**
-  **Multi-language capable**
-  **Unlimited number of lines processed on a single server**
-  **Update status changes in real time**
-  **Test scheduling capabilities**

Requirements

MASterMind version 6.50.01 and above
SIP compatible / enabled PBX (Phone switch)

[Contact MAS for More Information.](#)



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