

New SonicWall Voice IVR System Is Now Live!

Overview

We are thrilled to announce a significant enhancement to our customer support experience going live on **March 21, 2024** – the introduction of our new Voice Interactive Voice Response (IVR) system. This innovative technology is designed to help streamline our customers' connection to our support team, making troubleshooting and assistance more efficient.

NOTE: SonicWall Support highly encourages our customers to open a web case via their MySonicWall account for prompt service. Whether it's by web or phone, both are now being treated with the same priority.

Key IVR Features

- **Serial Number Recognition:** Our new voice IVR system now recognizes product serial numbers, ensuring that our customers are connected to the right support team for the specific device.
- **Existing Case Numbers:** If a customer has an ongoing case or ticket, they can simply speak or enter the case number, and the Voice IVR system will seamlessly connect them with the service representative assigned to their case.
- **Callback option:** Customers no longer have to wait on the phone when more than 1 call is waiting in the queue and the wait time will be longer than 5 minutes. The new system will now offer them a callback – giving back precious time to them so they can be more productive.

How It Works

- **Customers Call our Support Line:** Dialing our toll-free support number as usual.
- **Speak or Enter Serial Number:** Customers follow the prompts to speak to a specific department or they can enter their product's serial number. The system will recognize and validate the response, ensuring a more personalized service.
- **Case Number:** If the customer has an existing case, they can simply speak or input the case number.
- **Connect with a Representative:** Once verified, the Voice IVR system will seamlessly connect them with the right service representative who can address your concerns promptly.

Benefits

- **Efficiency:** Customers spend less time on the phone with support, and more time focusing on what they do best – their own business.
- **Personalized Service:** Direct access to the right support team means faster resolution of our customers' issues.
- **Security:** Added layer of authentication to protect the privacy of the customer.