

iCoreGO™ GoVoice

Boost customer loyalty with a more personal, smart-enabled and convenient self-service experience.

DCI delivers the latest innovation in self-service banking with GoVoice, a truly intelligent and interactive voice banking (IVB) solution for an exceptional personal customer experience and lower operational costs.

Convenient Versatility

GoVoice is touch and voice enabled so your customers can conduct virtually any kind of financial transaction from their phone or smart devices using assistants such as Siri, Alexa, and Google.

Personalized Self-Service

Warm personalized messages and highly-refined, intelligent menus include or omit prompts based on individual needs and continually learn with each interaction, becoming smarter and more efficient to provide the most personal self-service experience.

Your customers can also personalize their experience with an array of options like male or female personas, different languages, DTMF touch navigation and text messages to a mobile device for a written record of each session's information.



Everything You Need

GoVoice is an all-inclusive solution. You receive all the tools and the talent you need – without the capital costs. There's no upfront expenses for installation, hardware, software or upgrades. IVB is delivered as a hosted, on-demand and managed service with fully-redundant, PCI compliant data centers to deliver unparalleled uptime and security with 24/7 monitoring.

Plus, our robust analytics and reporting tools give you detailed insight into all your customer IVB interactions.





Want to learn more about iCoreGO
GoVoice? Contact your CRM today!



GoVoice Options

- User-configured interactive text alerts
- Enhanced voice biometrics
- Fraud Control Module
- eAlerts (email, text, voice, and push notifications)
- Knowledge-based, out-of-wallet authentication
- Dashboard for real time tracking of transactions

