



Interactive Voice Response (IVR) update



In order to better serve our customers, the options in Alleghion's Interactive Voice Response (IVR) phone system will change as follows:

- The customer service and technical support phone queues are consolidating the number of selections from 9 options to 7.
- In customer service, the electronic locks queue will now include biometrics and readers & credentials.
- In technical support, the readers & credentials queue will now include biometrics and system components.
- Some minor verbiage changes are being implemented to clarify the type of product to be selected.

These changes will result in shorter hold times, greater first contact resolution, and an overall better experience.

New customer service options

- Option 1: Mechanical locks and keying systems by Schlage, Falcon, or Dexter
- Option 2: Electronic locks, system components, biometrics, or readers and credentials
- Option 3: Exit devices by Von Duprin, Falcon, or Dexter
- Option 4: Closers by LCN, Falcon, or Dexter
- Option 5: Doors and frames by Steelcraft or Republic
- Option 6: Pro Express & Fast Track
- Option 7: Accessories by Ives, Glynn Johnson or Zero

New technical support options

- Option 1: Mechanical locks and keying systems by Schlage or Falcon
- Option 2: Electronic locking products AD, CO, NDE, LE, Control, CTE or multi-family solutions by Schlage
- Option 3: Exit devices and electronic strikes by Von Duprin, Falcon or Dexter
- Option 4: Closers and auto operators by LCN, Falcon or Dexter
- Option 5: Doors and frames by Steelcraft
- Option 6: Readers & credentials, biometrics, and system components such as mag locks or key switches by Schlage or Locknetics
- Option 7: Accessories, decorative hardware, and sealing systems by Ives, Glynn Johnson, Zero or Advantage