



Creating voice solutions that are fully integrated into business processes

What it is

This product allows the business to enhance their Interactive Voice Response (IVR) application into a fully featured development platform for the creation of business specific, tailored, leading edge voice applications.

The proposition

Many organisations are facing pressures to reduce operating costs without having an impact on customer service and, for the majority of businesses, the telephone continues to be the preferred interface to the organisation. This solution provides the ability to take interactive voice response a step further and build voice solutions that are fully integrated into business processes.

How it works

The application allows organisations to realise the full potential of the knowledge and data within the company, making it available when and where it can be of most value to the business. Most business processes consist of a sequence of interactions involving the exchange of information between customers, staff and computer based systems. This can enable customers to automate this kind of information processing, making it more efficient.

One of the key areas where TeleWare greatly facilitates the automation and integration of business processes is that of bringing the calling customer and the company's data records for the customer together at the point of need.

Key Benefits

Simple, easy to use interface

Customised **intelligent call routing** solutions

Maintain and modify in-house

Enhances business voice solutions with **dynamic and flexible** interactive voice response capabilities.

Careful and sympathetic implementations allow the customer to **enhance the caller experience** whilst **reducing overhead costs** associated with call handling.

Includes and extends the feature set provided by our Auto Attendant and IVR applications.

Delivery / Upgrade

All applications are scalable and can be integrated into the customer's existing infrastructure. Integration into client applications requires on-premise installation and is not available as a hosted service.

Features and Benefits of intelligent Developer

Feature	Description	Benefit
Call Routing	<p>Menu: flexible menus offered to callers allow calls to be routed in line with their requirements.</p> <p>Calling Line Identity (CLI): Each call may be routed based on the country or area code of the caller or on the caller's specific telephone number.</p> <p>Calendar: Call routing can be varied depending on the current day, date and time and will, typically, depend whether calls are received during normal working hours, out-of-hours, over weekends or during public holidays.</p> <p>Emergency Status: Normal call flows may be overridden in the event of an incident.</p>	<p>Gives callers more control with flexible menu selection options.</p> <p>Calls can be routed effectively to better meet the requirements of each caller.</p>
Speak Phrase	<p>Allows customised prompts and announcements to be recorded on a PC, tested and deployed within the iAA application.</p>	<p>Present a professional company image with appropriate announcements.</p>
Call Queuing	<p>Welcome and Position-in-Queue announcements, music-on-hold and breakout options allowing the caller to select another service. Multiple calls can be queued for a single entry point where a pool of resource is unavailable.</p>	<p>If calls cannot be answered immediately, callers are kept informed and given further options within the application which can:</p> <ul style="list-style-type: none"> • Reduce anxiety • Minimise dropped calls • Increase customer satisfaction
Automated Services	<p>Voicemail: A voice mailbox allows callers to leave a message.</p> <p>VoiceForm: Similar to voicemail but allows information to be left in a more structured manner by inviting the caller to respond by speaking the responses to a series of prompts, for example, "Please speak your name."</p> <p>VoiceBack: selected information can be provided to the caller aurally.</p> <p>FaxBack: Via a facsimile message.</p>	<p>Provides the caller with the option to leave a message or retrieve information.</p> <p>Customise messages and information services.</p> <p>Deal with callers requesting standard information more effectively.</p>
Data Access	<p>Connection is possible via ODBC to external data sources allowing the application to interrogate and manipulate the data.</p>	<p>Provides a more dynamic environment for the caller that is not bound by the application structure.</p> <p>Data access functionality makes the IVR application more powerful.</p>
Call Delivery	<p>Transfer to a TeleWare User: The recipient may be an intelligent Number, intelligent Assistant or intelligent Contact Centre user.</p> <p>Transfer to Other Application: Calls can be passed from one IVR application to another.</p>	<p>Needs of the caller are more appropriately met. Route calls to correct departments / individuals.</p>
Business Process Integration	<p>The customised call handling application can be readily integrated with existing database applications using the API's provided.</p>	<p>Existing back office applications can be telephony enabled to empower customers, suppliers or staff with effective access to information.</p>

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