Custom Interactive
TELEPHONY SOLUTIONS

Telephony & Database System Integration

Many of our clients today have a distinct interest in creating ways for their employees and customers to interact with their business, on demand and from anywhere. The Internet has much promise but in reality is years away before it becomes readily available to all people at all times in all places. It serves a great purpose and our solutions always integrate well with that environment. The phone, however, fulfills that requirement. Everyone in business is near a phone and needs zero training on how to use it. In many cases, the phone is as close as a person's hip (cell phone). So far, the Internet has yet to fulfill this convenience and ease of use requirement. After all, it is just the same software we have been developing for years, except with a browser as the interface. Our belief is that the combination of this powerful medium, along with a traditional technology creates the greatest flexibility and most complete solution for any business process.

IVR (Interactive Voice Response) has been around for more than two decades. Many companies have abused it over the years to the point where people think of "voice mail jail" or "menu hell" when they hear the term IVR. Although there have been many abuses of this incredible technology, there are a few companies out there who have learned how to be more human in the creation of their voice response systems. Voice4net is one of those companies.

Before we begin a project we learn your business first. We visit with people in the field who will be using the system. We ask questions that get us directly to the actual needs and we implement those items first. In many cases, we are able to implement solutions within just a few days. We then begin the value add process of creating solutions that will increase productivity, increase availability of information and increase interaction of the humans with the database of a company. The final creation ends up being a system that people enjoy accessing because of its simplicity, convenience and speed. This was supposed to be the promise of the entire information age! And this promise can be and is delivered on a regular basis when the right people are involved.

Custom IVR

We have the most fun creating new and useful tools for our clients that integrate telephony and database systems. We can do systems as small as 4 ports up to several thousand ports. Our N-tier architecture allows us to scale up to an unlimited number of ports in most situations. We have good carrier relationships and redundant co-location environments that allow us to host most of our client's projects. This gives the client a very fast speed to market and larger port availability without the huge capital expense of buying, building and supporting IVR systems in house. We do on occasion build an in house system for a client depending on the solution; however, most of our client's have found that the hosted (outsourced) version works much better.
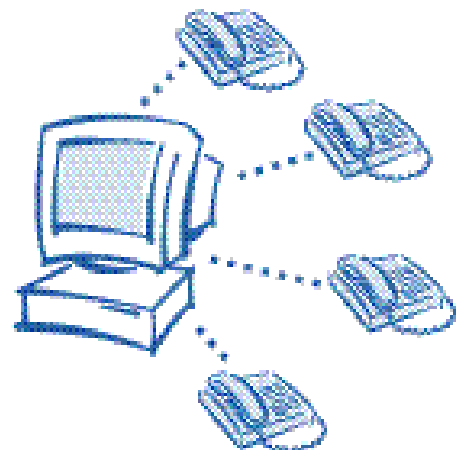
www.voice4net.com
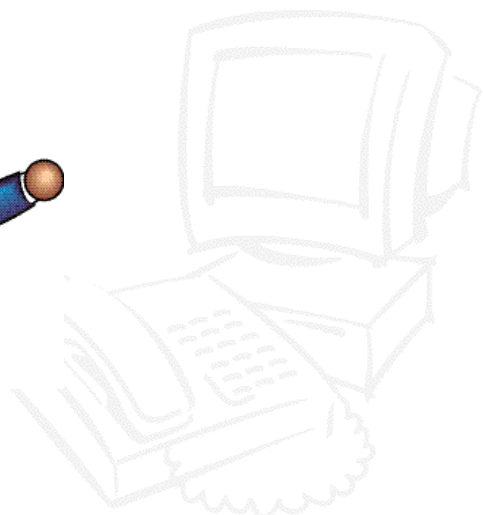
1 ART

• Locator/Portal – prospective buyers can retrieve information on listed artists and the works they are offering for sale. Dealers and galleries can be automatically dialed if buyer wants to purchase. Schedules of showings can be broadcasts or recorded by zip code or other geographic area.

2 AUTOMOTIVE

• Dealer locator – access to nearest dealer, body shop and/or rental office by manufacturer, model or geographic location. Car locator may be used for same.

• Sales automation – number and extension may be assigned to vehicles for recorded sales pitch on vehicle details for after hours or non-solicitation style of sale. Same technology may be used for classified advertisement on the vehicle.

• Repair status – consumer call-in line for checking on status of car repair when left in shop. Shop can tie into database showing time out and amount or can leave recorded and/or canned message as to the status of the repair.

• Parts – location of inventory and availability and reservation from centralized database

3 CONSTRUCTION

• Time & Attendance tracking– employees call into system for check in/check out for time sheet database updates.

• Stock supply/availability – materials tracking and ordering.

• Inspections – scheduling of inspections and status verification. Inspector can call in and report inspection completed status and leave recorded notes and then get instructions to next job. Customer can call in to check status of inspection or location of inspector to find out where they are in queue and listen to any special notes on their completed inspection.

• Voice mail – employee mailboxes for location and scheduling broadcasting, paging and notification.

5 CORRECTIONS

• Parole reporting – call in status and location cross referencing by caller ID information. Voice recognition reporting for voice verification.

• Collect calling – prison system calling card style function for totally toll-free outbound calling

• Visitation – scheduling and recorded updates on families and inmates.

• Jury duty – candidate call in lines for locations, schedules and availability and initial surveys information

4 CORPORATE

• Auto attendant – front end menu to phone system with choices for data access, extension transfer, customer service lines, recorded product information, sold-on-hold, etc.

• Voice Mail – unified messaging with voice, fax, web, email from single access point and single number. Broadcasting, follow me, fax mail, fax forwarding, speed dial, calling card, conferencing and other productivity features expected on today's voice mail systems.

• FOD – Fax On Demand systems with auto forwarding or fax on the line style usage.

• AOD – Audio On Demand (just like FOD except with prerecorded voice information. Great for product testimonials, training and product information lines.

• Telemarketing – outbound calling and broadcasting with message capture and reporting.

• Order entry – T-Commerce™ (same as e-commerce but by telephone)

6 DISTRIBUTION

• Inventory status – checking on in stock, on order, back order, etc.

• T-Commerce™ (same as e-commerce except by phone)

• Catalog ordering – automated catalog ordering or mailing, account updates and status

7 EDUCATION

• Homework hotline – teachers can record information on assigned work so that absent students can call in to get daily class updates and still be prepared for next class.

• Report card – database updates for parents to call in and check report card and status as well as recorded comments from teacher regarding student progress.

• Financial Aid – automated fax of forms and status of aid and eligibility.

• Substitute scheduling – teachers can call in sick to automated line and request available substitutes while on the phone. Outbound broadcast to available substitutes and schedule confirmation.

• Tutoring – distance learning by audio and fax and testing/surveying via phone.

• Cafeteria – menus can be recorded and played back to parents/students by phone.

• Registration – class registration and availability.

8 ELECTRONIC MEDIA

• Pay per view – ordering and authorization.

• Home shopping – ordering and reservations.

• Interactive video/shows – call in lines to accept survey data, game card entry, etc.

9 ENTERTAINMENT

• Ticket sales & reservations

• Booking & scheduling of talent

• Horoscopes

• Lottery style games

• Theater/movie schedules and trailers

• Music playback & surveys

• Call in line for artists and playback on web or membership based systems

10 FINANCIAL

• Banking by phone

• Stock tracking and notification

• Rates by phone and geographic location

• Branch locator.

11 GOVERNMENT & PUBLIC SECTOR

• Interactive surveys/polls – capture from in bound calls or outbound broadcasts. Collect recorded data or yes/no, true/false, date or multiple choice input. Directly recorded to database or send in importable format

• VISA/Passport tracking line

• Election tracking – track county results

• Chamber of Commerce lines – track membership and business info. Data.

• Traffic & construction update line for citizens

• Voter registration and verification

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19 PRINT MEDIA
- Subscriptions
- Advertising
- Article reprints via fax/web (ordered by phone)
- Surveys/polls direct from articles
- Interactive articles with author/guest recording & playback

20 REAL ESTATE
- Talking house – recorded property information playback via web/phone.
- Listing service – search by location, amount, type, etc.
- Apartment availability.

21 RETAIL SERVICES
- Catalog sales and ordering
- Rental & reservation systems
- Credit checks
- Store locator services

18 MILITARY
- Mobilization orders

17 MANUFACTURING
- Automated testing and floor integration
- Component availability
- Sub-contractor scheduling and broadcast

22 SALES FORCE AUTOMATION
- Lead generation & tracking
- Conferencing
- Product testimonials via fax, phone or web ordered from phone.
- Motivational broadcasting

16 LEGAL (BSR031)
- Docket status & reporting
- Court date reminder system
- Conferencing

23 SOCIAL SERVICES
- Neighborhood watch
- Job lines
- Unemployment verification
- Emergency services
- Elderly check-up line
- Community voice mail and broadcast
- Sports lines (soccer, baseball, etc.)

15 INSURANCE
- Claims reporting
- Accident reporting, recording and status.
- Premium reminders & status.

14 HUMAN RESOURCES
- Employee benefit information lines. Check on status, balance of 401k and other programs. Automatic faxing of forms and requests.
- Candidate screening – prerecorded interview via the phone. Playback via the web or phone.
- Classified ad lines
- Timesheet data entry via telephone.

24 SPORTS
- Ski reports
- Golf tee-time scheduling
- Sport scores & lines

25 TELECOMMUNICATIONS
- Voice dialing
- Unified messaging
- Directory assistance
- Enhanced services (centrex style service)

13 HOSPITALITY
- Wake up calls
- Concierge services
- Conventions – message center consolidation, scheduling, attendance recording
- Reservations

26 TRANSPORTATION (BSR003)
- Frequent user call in lines
- Crew/driver scheduling, messaging and broadcast
- Schedule status
- Dispatch and location verification (GPS style)
- Package tracking
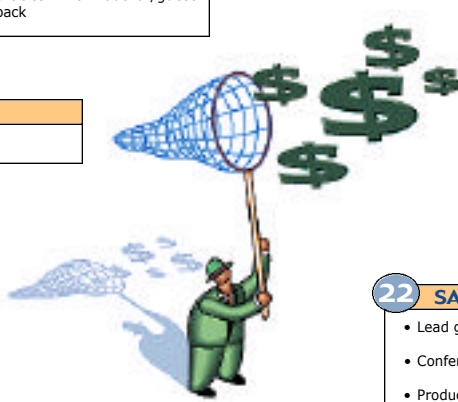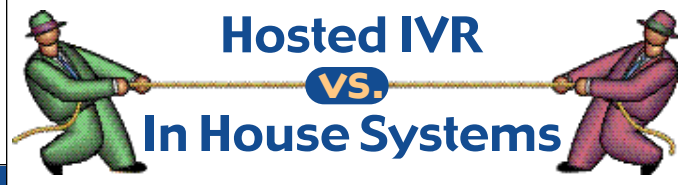- Courier scheduling, tracking and status

12 HEALTH CARE
- Patient notification system – front end to family calls and updates to keep everyone in the loop without having to call each one individually.
- Appointment scheduling and reminder service.
- Drug info. Line – interaction information and prescription pick up.
- Medical transcript – fax forwarding between doctors and status checking.
- Certification status and verification – nurses, home care, doctors, etc.

27 UTILITIES
- Outage reporting
- Emergency notification

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Which system is best for my company?

When a client chooses to purchase an in house IVR system they take on the role of the telecom vendor. They must procure carrier relationships, train staff on support of the systems and provision each new service as they are added. Some clients already enjoy this expertise and are prepared for this. In these cases Voice4net assists the client in the procurement and the system implementation and then works on a support and hourly consulting basis during the term of the System Sale Agreement.

Many companies do not have or want this responsibility and look for a trusting and reliable relationship that can turn key the system on their behalf. This means NO capital expense and NO carrier headaches to deal with. Plus, when it comes time to expand the system or change to a new technology, this just happens as part of the deal. Our clients do not need to pay for additional ports, software or systems. We keep track of all traffic from all clients on a per minute basis and when expansion is needed we just install another system onto the network, at no charge to the clients. Or, if the client does not want to share traffic on the network, we can offer a dedicated/hosted environment where that client has its own systems and its own network. We offer a variety of choices and we always try to find the one that will work best for the desired result.

Hosted IVR VS. In House Systems

	HOSTED IVR	IN HOUSE IVR
Very Fast Implementation (within days)	✓	
No Up Front Capital Expense	✓	
Low Monthly Overhead	✓	?
No Stress on Existing Project Resources & Staff	✓	
No Carrier Interaction	✓	
No Equipment Installation Required	✓	
No Facility Expansion Requirements	✓	
Secured / Protected Environment	✓	?
Scalable Port Density – On Demand	✓	
Replicated Project Data – Off Site	✓	?
No Hardware / Software Support Requirements	✓	
24/7 Monitoring of Systems	✓	?
No IT Staff Training Requirements / Expense	✓	
Equipment Obsolescence Insurance	✓	

www.voice4net.com