

“Information and convenience served fresh ...round-the-clock.”

ActiveCall IVR is a telephony application that allows callers to instantaneously receive answers to pre-determined questions, the answers to which are stored in an organized database or databases. IVR systems are advantageously used to handle business functions where the interface can be simplified into basic menu choices. When put in place an IVR system generally stacks up well to process large call volumes.

ActiveCall IVR can be designed to answer a single question or a multiple layer of queries that are interlinked and where answers are found in more than 1 database. It is easily configured using a Windows user-friendly interface and can be installed with as little as 4 or as many as 96 ports.

IVRS BENEFITS

- Seamlessly handles large volume of calls
- Virtually eliminates call waiting time
- Reduces cost of call processing
- Fully scalable and customizable
- Automates business processes
- Enhances overall customer experience

SYSTEM SCOPE

- | | |
|------------------------|--------------------------------|
| School Applications | Billing and Payment Inquiries |
| Enrollment by Phone | Claim Status Reporting |
| Inventory look Ups | Coverage Eligibility Reporting |
| Phone Banking | Fax Document Delivery |
| Question & Answer | Membership Renewal |
| Talking Classified Ads | Prepaid Services |
| Order Taking & Status | |

RECOMMENDED PC SPECS:

- Pentium IV 2.0
- 1 GB of RAM
- 128 MB display
- 80 GB of Hard Disk or higher
- DVD-ROM drive
- Color Monitor
- keyboard and mouse
- Windows XP Professional

Call Flow



SYSTEM FEATURES

- Provides information 24 by 7, from anywhere, anytime.
- Accepts input and commands from any touch tone phone.
- Looks up information in a database and speaks back answers.
- ODBC compliant.
- Supports Fax-On-Demand and plays pre-recorded responses to frequently asked questions.
- Fully scalable and can be custom-fit to suit your requirement, budget and environment.
- Reduces call waiting time and cost of handling and improves the overall customer experience.
- Enhances productivity by extending business operating hours.

*active*Call



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