



VoiceWeb presents

Auto Attendant

“Who can I connect you with today?”



Description

Auto Attendant is a Speech Recognition-enabled product that is targeted to any organization regardless of the number of employees or points of presence. With **Auto Attendant** callers can automatically connect to the desired employee by saying any combination of the following: Full name, Surname, Title, Department, Telephone Extension. Through use of a **natural-like** and **simple Voice User Interface** callers are routed to the requested person (or department, or store, etc.), without human intervention.

Benefits

Improved Customer Service Quality

- Exceptional Interface Design - No Tree-like Menus
- 24x7 Service Availability - Zero Waiting Times
- User Friendly & Personalized Communication
- Consistent Quality of Caller's Experience

Operating Cost Savings

- Highest ROI in the Contact Center Marketplace









Business Innovation

- Strong Differentiator Factor
- Brand Equity Enhancement

Increase in Service Efficiency

- Faster Call Handling - No Lost Calls
- Scalability: Modular design & open architecture ensure that ever evolving business needs are met
- Cross-Selling Opportunities

Product Highlights

-  Speech Recognition Enabled
-  Exceptional Caller Experience
-  High Automation Rate
-  Web Administrator & User Console
-  Seamless Integration
-  Multilingual
-  IVR Platform and Speech Engine Independent
-  Flexible Business Models (pay as you save, full ownership, hybrid)

Functionality

Automatic Call Handling

Auto Attendant automatically directs the call to the requested employee, department unit, etc.

Personal Assistant

Auto Attendant's personal assistant module allows employees to call all contacts in the corporate database.

Voicemail & Notifications

Users may receive missed call notifications or listen to voicemails.

Call Forwarding

Users may set forwarding rules for their calls.

Transfer Levels

Users can select where calls are routed (i.e. directly, assistant, etc.).

Serving Large Call Numbers

Capable of serving large number of calls simultaneously, it can be deployed by small businesses or large corporations.

Call Center Connectivity

A call center with live agents may be used either as a fail-over or a supplementary service.

Advanced Logging & Reporting

A web console provides detailed logging and reporting information regarding service usage and key performance indicators (KPIs).

About Voiceweb

VoiceWeb is an international **Speech Application and Mobile Marketing Provider** with offices in 7 countries. VoiceWeb develops and operates a variety of cutting-edge **Voice, SMS, Web, Video and Smartphone** applications that create new revenue opportunities and improve customer satisfaction. VoiceWeb is committed to providing next generation interactive value-added and customer care services to its clients so that they can enhance their relationships with their customers.

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