



VoiceWeb presents

Voice Store Locator

“Would you like to know our nearest store today?”



Description

Voice Store Locator is a Speech Recognition-enabled, automated product offering customers assistance in locating the closest Point of Presence (PoP). Callers announce their current location and **Voice Store Locator** finds the nearest PoP and delivers the address, and / or driving instructions.

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
- Quick Return on Investment
- Management Console
- Seamless Integration
- Multilingual
- IVR Platform and Speech Engine Independent
- Flexible Business Models (pay as you save, full ownership, hybrid)

Multiple Locations

Voice Store Locator can handle multiple locations, categorized by City, Area and Address. Each City contains multiple Areas and each Area multiple Addresses. Data is inserted into the database and is instantly available to callers.

Multiple Store Types

Voice Store Locator can handle several store types. This feature allows the offering of the service by an aggregator to several store chains or outlets.

Multiple Stores in One Location

Each location can link to several stores. This feature allows having multiple stores, even on the same street, to select from.

Postal Code or Location Input

Stores can be located either by providing postal codes for a specific location or by specifying the location by its city name / area / address.

Management Console

The management console provides an easy to use interface for:

- Adding / Deleting Cities, Areas, Streets etc.
- Defining Relationships between them
- Adding / Deleting Stores
- Enabling / Disabling Stores

SMS Notification

An SMS with store information can be sent to the mobile number specified by the user.

Call Transfer

Users may request to be instantly connected to the store's phone number.

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.