



**VoiceWeb** presents

## Voice Order Tracking

*“May I track your order today?”*



### Description

**Voice Order Tracking** is a Speech Recognition-enabled, automated product assisting customers to track their order status. Callers announce the order ID and the system provides the status. Speech order tracking applications are unlimited, ranging across a large number of industries.

### 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
- Wizard Style Process
- Management Console
- Seamless Integration with multiple ERPs
- Multilingual
- Can be customized to multiple products and industries
- IVR Platform and Speech Engine Independent
- Flexible Business Models (pay as you save, full ownership, hybrid)

# Functionality

## Multiple Order Tracking

**Voice Order Tracking** can handle multiple orders in a single call.

## Customer Authentication

Customers can be automatically identified by the phone number they are calling from and listen to their order status.

## ERP Integration

**Voice Order Tracking** can be directly integrated to the ERP, so that real-time information provision is enabled.

## Detailed Order Status

Users can get information about their order status by providing the delivery or tracking number. Information includes shipment and estimated delivery dates, as well as all intermediate stops.

## Flow Navigation

Users can move back and forth between the completed steps in order to confirm or modify any information previously provided

## Call Center Connectivity

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

## Advanced Logging & Reporting

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

## SMS Notification

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

## Call Recording

Call recording can be set from the administrator on-demand, aiming at an ongoing monitoring of the service quality.

## 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.

**VoiceWeb S.A.** 47 Agiou Konstantinou Str. 15124 Athens, Greece.

Tel: (+30) 210.619.6775, Fax: (+30) 210.619.9950, [www.voiceweb.eu](http://www.voiceweb.eu), [info@voiceweb.eu](mailto:info@voiceweb.eu)