



**VoiceWeb** presents

## Voice Ticketing

*“Would you like to buy a ticket today?”*



### Description

**Voice Ticketing** is a modular, user-friendly, full-service, solution that provides venue owners, promoters, event organizers, and ticket providers with the features and flexibility necessary to increase sales and improve efficiency through an innovative, automated revenue stream.

### 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
- Wizard-based Design Flow
- Up to Five Concurrent Recognition Slots
- Up to Fifteen Search Criteria
- Multiple Voice User Interface Styles
  
- Multiple Voice Templates
- High Automation Rate
- Detailed Reporting Console
- Easy & dynamic integration of Promotional Messages
- Use of persistent models for greater speed (caching mechanism)
- IVR Platform and Speech Engine Independent
- Flexible Business Models (pay as you save, full ownership, hybrid)

# Functionality

## Multiple Event Types Support

The **Voice Ticketing** platform is a one-stop-shop for ticket booking for a variety of events (movies, theatres, concerts, matches etc.). Depending on each event's specificities, different searching and reserving options are available.

## Multiple Ticket Providers

The **Voice Ticketing** platform enables the integration of different event organizers, venue owners or ticket providers wishing to sell tickets.

## Personalization

The platform offers a wide selection of distinct, predefined, yet dynamically updated, flows aiming at a more personalized user experience.

## Advanced Voice User Interface

The platform allows for the configuration of Voice Personas and Voice Styles which are enabled upon users' selection, offering customization based on user preferences.

## Advanced Search

Flexible search options using a combination of fifteen different criteria (Event, Event Category, Time, Venue etc.) of which up to three criteria can be used concurrently at any given search.

## Ticket Checkout

The platform supports multiple ticket types (i.e. VIP, children, student etc.) and credit card types (Visa, MasterCard, AmEx, Electron etc). An "Add to Basket" feature is also available supporting purchases of different ticket types or of different events.

## Value Added Features

- Coming Soon
- Voting
- Recommendations

## Call Center Connectivity

Call center with live agents can be used either as a fail-over or as a supplementary service.

# 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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