



Alliance VoiceXchange

Giving data a voice

Overview

Despite the growth of new ways in which a customer contacts an organization, telephone contact is still the most widespread and it forms a large share of customer inquiries. In order to service these requests and to retain or win new customers, it is imperative that you engage your customers in a uniformly efficient manner 24 hours a day, 7 days a week. The challenge is to have a measurable improvement in customer service.

Automated self-service is a means for providing better customer service and at the same time improving the productivity of your existing staff with skills-based routing and intelligent call queuing. [Alliance VoiceXchange](#) automates those routine queries, leading telephone callers through prompts that let them quickly access, enter or modify data using their telephone's touch-tone keypad, voice commands, natural language speech or the Web and then transferring them to CSRs.

Benefits

- Anytime, anywhere, anyway customer service
- Quicker resolution of service issues
- Faster time to market
- Multi-language customer service
- Deploys new service without heavy investment
- Allocation of customer service agents to more complex tasks
- Cost savings from operational efficiency
- Fast, consistent information delivery
- Can be used as a Fax-on-demand service
- Provide the most updated product or service information
- Record customer messages for follow-up later
- Store thousands of pages of fax information to send to customers upon request
- Perform automated transaction processing without human intervention
- Make over-due payment reminder outbound calls
- Automatically generate detailed call statistics reports

Call Flow

- Receive a call
- Define a menu of choices callers will hear
- Recognize DTMF tones
- Play information to callers
- Change the speed and volume level of a message
- Speak Information stored in an electronic audio file
- Read aloud text stored in ASCII format (optional)
- Send and receive ADSI information (optional)
- Verify a caller's identity
- Retrieve/update information stored on host PC or via LAN
- Transfer the call to suitable CSR
- Screen pop -up



Application for many Verticals

Alliance VoiceXchange is equally effective across various verticals like Finance, ISPs, Telecom Service Providers, Supply Chain Management, Retail, Distribution, Education and so on. In fact, every vertical segment, which requires immediate response to customer calls, has been found to benefit with this system.

Leveraging Native Environments

Alliance VoiceXchange can be plugged into your existing Dialogic-compliant EPABX and makes use of native database used by the enterprise. The system can be installed into your existing network to offer easy compatibility.

Alliance Quick Start

Define: We review your complete work process and customer handling mechanism through in depth analysis

Design: Work closely with your administrator to review critical system management issues such as system setup, security, call flow management etc These form the basis of the knowledge- transfer that benefits your team during the project

Develop: Our technical team then begins with the customization of the software based on the call flow and knowledge inputs from our experts

Deploy: Finally, the Alliance team sets up the software and integrates it with your database. Along with this, our team gives a comprehensive training on the software.

System Requirements

Machine - Compaq / IBM or equivalent PIII 800 MHz, 256 MB RAM, 40 GB HDD, 1 free PCI slot
OS - Windows 2000

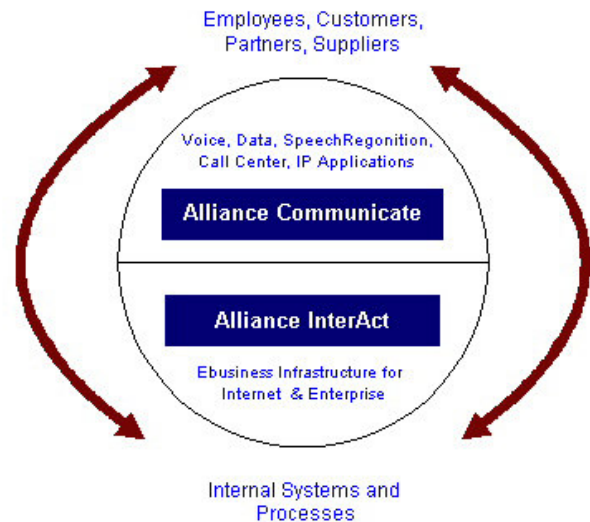
Protocols Supported (as per Intel Dialogic Standards)

R2MF / ISDN PRI / Analog

Third Party Integration

ODBC, Proprietary / Open APIs, Screen scraping
CRM, BI tools

Alliance Universe



About Us

Alliance Infotech delivers the critical building blocks and technical services and solutions serving the converging Internet and telecommunications market segments. You will find our products in voice, fax, data, speech recognition and syntheses, call centers management and Internet Protocol (IP) telephony application.

We provide real -time infrastructure software for the Internet and Enterprise. These solutions dynamically link internal operations, business partners, suppliers and customers channels enabling business to achieve the speed they need to succeed in the Internet era.

Building on a solid yet flexible foundation ensures your business will be prepared for exponential growth, and will be nimble enough to respond to market trends and customer requirements in real time.

Contact Us

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