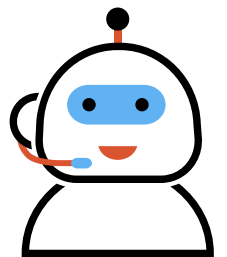


Automated Attendant by phone

Call Attendance is the proces by which organizations are receiving inbound phone calls, qualifying their purpose, optionally identify the callers, in order to route them to the appropriate destination.





Callers expect to get the most **rapid, smooth and efficient** possible service when they are welcomed by the organization they contact by phone.

This task is performed in various kinds of business such as private companies, public administrations, hospitals or schools, usually by human agents either in one or more reception desks or in customer contact centres.

Pressure to control operation costs are driving organizations to keep human resources at the smallest level which unfortunately often leads to customer satisfaction issues.

Reduce cost while increasing caller satisfaction thanks to automation

Depending on the time of the day, callers often experience long wait times, especially in peak hours, while alternatives such as automated call-backs & voice mails are rarely offered. In other periods, over sized receptionist staffs dramatically impact the call attendance cost.

The only way to address this contradictory challenge is to automate the call attendance process, which was until recently hard

to achieve, because of technology limitations, complexity and costs.

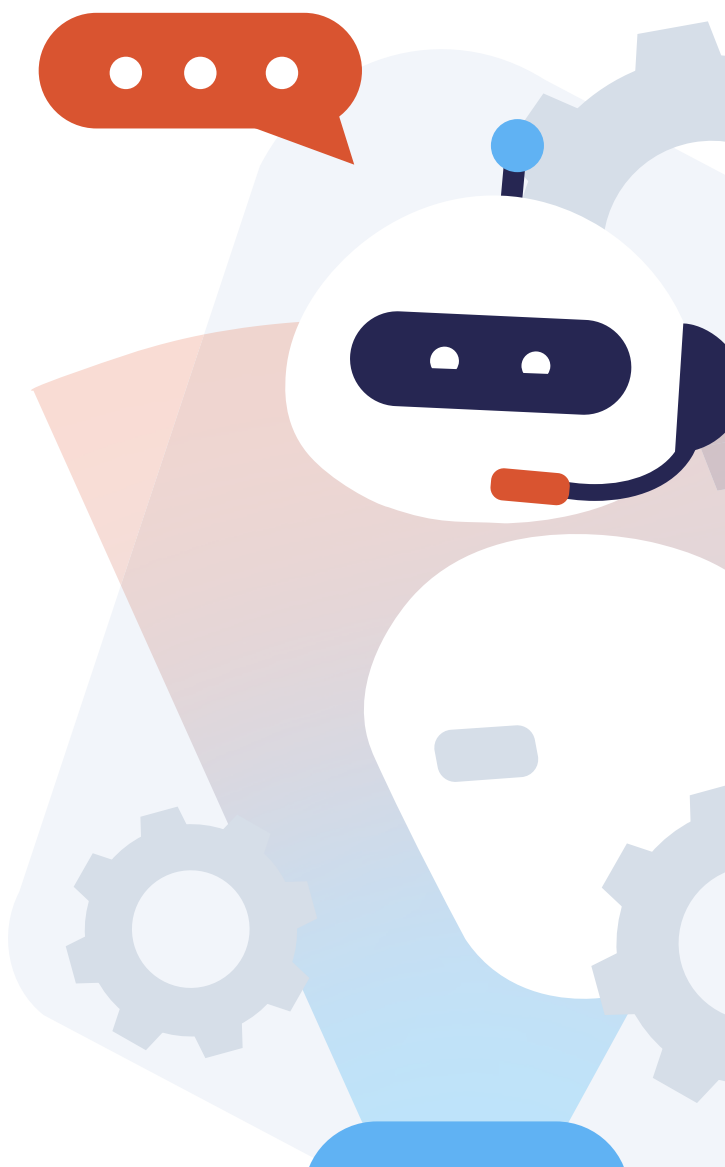
The recent emergence of natural language solutions relying on mature and popular cloud-based speech technologies, provides a tremendous opportunity to rapidly automate the call attendance process, at competitive pay per use rates.

VocaPack (AA) Automated Attendant

VocaPack AA enables callers to express the person or service they want to reach or the reason of their call in natural language and optionally identify themselves if required. The calls are routed directly to the requested destination, or transferred to a receptionist when more assistance is required.

VocaPack AA is offered as a packaged cloud-based solution, integrates most recent text-to-speech and speech recognition technologies and is compatible with most of the standard telephony and contact centre platforms.

It is designed to be easily configured by business users in record time and provides comprehensive historical reporting.



Features

ADMINISTRATION & OPERATION SERVICES

- Full configuration by end users
- Business synonyms terminology
- Pronunciation exceptions rules
- Audio recording of calls
- Integrated statistical reporting

CALL SERVICES

- Welcome messages
- Dynamic alert messages
- Frequent & VIP callers management
- Multilanguage
- Calendars management
- Speech recognition in natural language
- Optional caller identification

PLATFORM

- High availability platform
- Telephony integration through VoIP
- Cloud based solution offered in SaaS model

About us

VocaBase SA/NV is a leading provider of self-service customer relationship solutions over the phone. The VocaBase foundation enables personalized design & execution of speech-enabled customer interactions. VocaPacks is a suite of packaged focused applications, developed with and running on VocaBase, to be seamlessly implemented and operated by business end-users.



VocaBase



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