



# Selected Applications

## Utilities

- 6.4 million callers from across North America are routed to the best site, and re-routed if necessary – ensuring first call resolution & seamless business resumption
- Customers perform meter-readings, account inquiries, and credit card payments any time of day from any phone; they also receive account updates and payment reminders – all without agent intervention
- Customers phone in their meter readings – no need for a technician to visit and take the reading anymore; the system accepts the data and issues a bill or transfers the caller to an agent
- Automated voice-controlled self service options let customers pay bills, make account inquiries, and report meter readings or outages with natural voice commands. Also triggers automated emergency notifications to inform customers of outages and overdue bill payment reminders.

## Transportation

- Couriers call ice<sup>3</sup> to schedule, track, and trace couriered shipments. Location for pick-up, proof of delivery, delivery date, and even delivery signature is read back to the caller
- When drivers arrive at the company warehouse, they call their driver number and load details into the system to automatically update the inventory database
- Accident management, car rental, and breakdown rescue & recovery provider streamlines calls to its specialized agents in its multi-queue contact center

## Government

- No callers hear that the 'office is closed' or get busy signals when calling the Help Desks of several government bureaus on ice<sup>3</sup>
- Callers ask Tax Relief program questions and the system 'speaks' the answers via voice output
- 1000+ calls/day from multiple client sites to national call center handled by ice<sup>3</sup>
- Records for several government programs are stored on a centralized database. All program workers have remote access – reducing fraud and system-abuse, improving efficiency and response times, and extending business hours
- Automated service phone-line faxes government forms to callers at any time of day and answers FAQs
- Voice-enabled road condition updates help travelers plan their best driving route
- 4 mission-critical contact centers are networked to support offices worldwide that required 24-hour Consular Watch, technical support, and emergency issues; calls are routed to agents even if they're off site

## Healthcare

- doctors call a toll-free number to verify patient's health cards to assist in fraud prevention.
- A toll service automatically bills health insurance companies on their telephone bill.
- Counselors prepare to provide emotional and psychological support by reviewing each caller's history and needs prior to each call

## Technology & Communications

- ❑ Voice-enabled product and dealer locator lets callers find sales dealers and get product information with a simple voice request
- ❑ Outsourced tech support for more than 60 companies handled seamlessly with hosted ice<sup>3</sup> networked centers
- ❑ One spoken command gets you where you need to go - call ComputerTalk and just say the name of the person you want to speak with to be connected

## Financial

- ❑ Diners' Club members activate their cards securely, 24/7, with natural voice commands
- ❑ Full-out telephone banking with inbound, outbound or blended campaign management
- ❑ Automated payment processing makes lets merchants do business from anywhere at anytime
- ❑ Mobile callers find the closest ATM and Branch locations in any city with natural speech control

### About ComputerTalk

ComputerTalk is the voice solutions specialist, where one spoken command gets callers where they need to go. Founded in 1987, we provide integrated communication solutions for contact centers, enterprise, and Government agencies worldwide.

With hundreds of Microsoft-powered installations delivered on Intel hardware, our applications range from virtual networked CTI, to seamlessly blended agent-assist, to self-service. With 2,000,000 calls outsourced each month in hosted services, our secure multi-modal voice and data applications keep callers connected while on the go.

Built on VXML, SALT, next generation VoIP/SIP, TDM, or wireless technologies, our custom and pre-packaged voice solutions increase customer satisfaction and loyalty, generate higher revenues, reduce costs, and improve security. For more information visit [www.computer-talk.com](http://www.computer-talk.com) or call 1 800 410 1051.



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## Services

- ❑ networked ice<sup>3</sup> contact centers provide automated, toll-free service line for nationwide client base, effectively designating each office as a back-up for the other offices
- ❑ Patients book or cancel appointments at any time of day with natural voice commands; works with your Practice Management System to notify patients via automated reminders that they are due for a check up
- ❑ Employees call in sick, obtain company policy information, and book vacations at any time of day with natural voice commands.
- ❑ Leading insurance group records calls for training and security, directs incoming calls seamlessly to account reps, and delivers caller information to agents before agents commence serving the caller
- ❑ From anywhere at anytime, call and speak your address, postal code and street address to get your property tax roll number
- ❑ File insurance claims quickly and easily over the phone
- ❑ Outsourced customer service provider serves entire client base with corporate brand and value maintenance from one centralized location

## Retail

- ❑ Loyalty club members call for quick, hassle-free updates on how many points they have, what they can buy, how to transfer or redeem points, etc. at any time of day
- ❑ Multi-faceted food retail business stays connected at all points with ice<sup>3</sup> national call center. Failsafe contingency keeps things going even during crisis or evacuation
- ❑ Catalogue Sales business handles Telesales, Customer Service, and recruitment, with 85% calls answered within 15 seconds

## Education

- ❑ ice<sup>3</sup> links different campus locations creating a genuine virtual call center and premium training environment