

Challenge

- Provide common technology platform for delivery of strategic sub-sets of IVR, ACD, and CTI based services for both internally and externally facing services

Solution

- Multiple loosely coupled IVR system deployments each with one or more client applications providing 7/24 self-service functionality such as:
 - Hunting permit draw entries
 - Winter Conditions and Summer Construction road information
 - Driver medical examination status inquiry
 - MCSS social assistance inquiry
 - On-duty off-duty officer reporting
- Multiple loosely coupled IVR/ACD system deployments each with one or more contact centres, some with 7/24 operation:
 - Winternal IT cross-ministry helpdesk (7/24 with complete system redundancy)
 - Single ministry helpdesk with Remedy CTI screen pop
 - Remote agents in multiple locations
- Extensive customized reporting

Benefits

- Faster time to deploy solutions
- Extension of services to public over phone to 7/24
- New services, such as road conditions
- Contain agent growth, while extending services

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 or call 1 800 410 1051.



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