



voice I/O

One spoken command gets callers where they need to go

voice I/O (input/output) delivers a quick, simple, and satisfying Self-Service experience. Callers speak to an automated system in natural language at any time of day to make payments, acquire information, place orders, or book appointments, among other transactions - all without an agent.

Voice-enabled solutions eliminate dependence on touchtone key pads and confusing menus, and remove the need for published directories and live operators. Previously cumbersome interactions become fast and simple, for the most satisfying Self-Service experience.

Expand your services with the benefits of voice I/O:

- increase traffic ■ boost productivity ■ compelling ROI
- faster interactions ■ improve service ■ satisfy customers



DESIGN⁺

Components of a Voice Application

+ **voice input** is what callers say to the system

+ **voice output** is what the system says, often generated by callers' voice input. By combining digitized/recorded voice and text-to-speech voice output is virtually indistinguishable from a real person's voice

+ **voice verification** is like a vocal fingerprint for security and user identification. A caller's voice is compared against information in a database and authenticated

ComputerTalk's experts work with you to produce the optimal design for your application...

DESIGN:

Design is the critical differentiator of ComputerTalk's voice I/O solutions. Our design team develops responsive, versatile, and easy-to-use interfaces that satisfy the needs and objectives of your enterprise and the end-user, ensuring the ultimate customer experience.

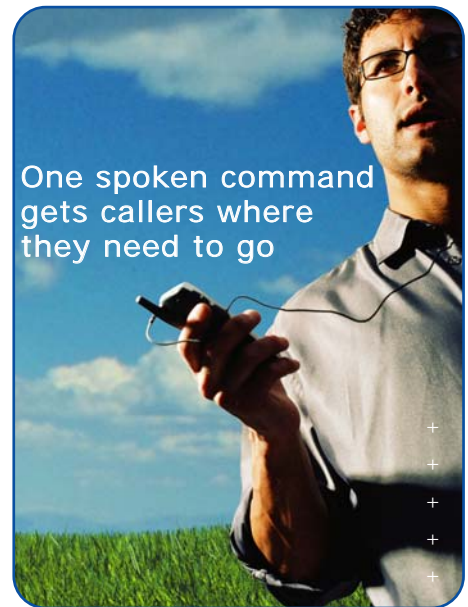
Direct menus guide callers with specific prompts, such as 'When is your birthday?' The caller responds "June 24th, 1958", a more intuitive response for the caller than having to punch the information on the phone keypad (i.e. 06241958).

Other applications suit **Open lobby menus**, where callers 'say anything.' The system might ask 'How can I help you?', listen to the caller's response, and direct the call accordingly.

Voice-enabled solutions foster a natural dialogue between customers and your organization. ComputerTalk's voice input & output, Interactive Voice Response (IVR), and optional VoiceXML are provided on an open-architecture, PC server-based design.

BENEFITS:

- Hands-free use of wireless devices makes it easy for customers to contact you from anywhere at anytime
- Voice-driven Self Service empowers callers to handle common tasks and requests independently, and at their convenience
- Agents can focus on revenue-generating initiatives, more challenging tasks, and highest quality customer service
- Making your enterprise accessible 24/7, voice I/O lowers operating costs, increases business volume, and generates dramatic ROI
- Caller-focused solutions make interactions enjoyable for end-users while fully representing your brand and meeting your business objectives
- Formerly impractical applications are ideally suited to voice. For example, listening to a list of 1000 companies isn't a viable option; with voice I/O callers say the name of the company they're looking for and are connected immediately



ComputerTalk supports ASP.NET and Speech Application Language Tags (SALT) as preferred technologies for building speech solutions.

- **Law Enforcement.** The Law Enforcement system allows police officers to access driver's license, social security, and tag data over the phone by a direct voice query.
- **Voice Scheduler.** The Voice Scheduler allows callers to check available appointment times and schedule appointments without having to speak to an operator. The Voice Scheduler fully integrates to Microsoft Outlook Exchange.
- **Outbound Client Reminder.** The Outbound Client Reminder makes outbound calls to remind or notify clients of up-coming appointments.
- **Say My Name™.** Say My Name™ is a speech-enabled auto-attendant and call routing platform that provides voice activated directories for customer and employee-facing self service.
- **Court Automation.** Court Automation improves information access such as court enforced payments and jury schedules through speech and allows callers to make self service requests and perform transactions.
- **Find Me/Follow Me.** Find Me/Follow Me adapts to users' mobility, ensuring that they receive all incoming phone calls regardless of where they are and the device they use.

Healthcare

Bed Tracking
Benefits Administration
Drug Test Results
Drug Trial Registration and Symptom Reporting
Healthcare Providers Member Services
Lab Test Results Inquiry
Patient Account and Billing Inquiry
Patient Insurance Coverage Verification
Physician Scheduling
Physician Locator

Utilities

Automated Outbound Notification
Automated Trouble Tickets
Account Inquiry and Input
Outage Messages, Automatic Callback & Special Routing

Retail

Customer Account Information Access
Exchange and Return Information Access
Order Placing and Status Checking
Store Locator
Vendor Accounts Payable

Insurance

Annuity Account Maintenance
Automated Quotes
Claim Filing and Processing
Customer Service
Life Insurance Loan Information
Policy Coverage Verification
Policy Renewal or Coverage Changes
Proof of Insurance Requests
Rate Information Line

Government

Driver's License and License Plate Registration
Election Poling Place Hotline
Hearing Schedules
Personnel and Sales Tax Payment Filing for Business
Social Security Benefit Application Processing
Tax Payment by Phone
Transportation Information, Road Closures and Weather Updates
Traffic Enforcement - Pay Tickets by Phone
Worker's Compensation Claim Filing and Status
311 Citizen Contact Center

Financial Services

Banking Account Inquiry
Bill Payment
Check Ordering
Credit Card Activation
Credit Card Account Inquiry
Financial Instrument Information
Funds Transfer
Loan by Phone
Mortgage/Loan Account Inquiry
Mutual Fund/Annuity Account Management
Outbound Past Due Payment Handling

Credit Card

Bill Payment
Credit Card Account Inquiry
Credit Card Activation
Outbound Past Due Payment Handling
Store Locator
Telephone Application

Banking

Account Inquiry
Bill Payment
Check Ordering
Credit Card Activation
Credit Card Account Inquiry
Financial Instrument Information
Funds Transfer
Loan by Phone
Mortgage/Loan Account Inquiry
Mutual Fund/Annuity Account Management
Outbound Past Due Payment Handling

Horizontal Applications

401K Account Inquiry
Benefits Enrollment
Customer Satisfaction Surveys
Fax On Demand
Password Reset
Store or Service Provider Locator
Account Status
Change of Address
Appointment Scheduler
Order Status & Entry

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