



## TOPCALL IVR Solutions

### **IVR-to-order**

- *Custom voice prompts and scripting*
- *Link to any application or database*
- *Single access number, multiple delivery methods*
- *Single point of management and administration*

**TOPCALL's Communication Server One** houses all the tools a company needs to create enterprise Interactive Voice Response (IVR) applications. TOPCALL's IVR applications are integrated with Unified Messaging, Enterprise Fax and business-critical applications like SAP and IBM mainframes.

### **IVR Made Easy**

IVR offers mobile users remote access to critical information that resides in applications and databases within an organization. Employees, customers, dealers, vendors and colleagues have 24-hour access to information that would otherwise be lost in difficult to use applications. With IVR, users can dial in to a designated telephone number and follow the easy-to-use voice prompts. Actions like forwarding onto fax or wireless devices is made possible through touch tone interaction with customized IVR applications.

### **IVR into Business Applications**

TOPCALL's IVR applications allow a company to make any CRM, ERP or business application a resource for quick and easy remote information retrieval. Documents and records such as purchase orders, invoices, customer records, employee schedules, product documentation and inventory reports can be linked to the Communication Server One and made available through TOPCALL's Link Software.

### **IVR with Text-to-Speech**

With the integration of text-to-speech, any piece of information can be read over the telephone. The database or application can have variable content so that a complete sentence can be read back over the telephone.

For Example, the interaction on the following page is a mix of fixed voice prompts and variable data read back over the telephone. The underlined portions are extracted from different data sources.



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### Further Customisation

- *Easy-to-use client access*
- *Variable voice prompts integrated with standard voice templates*
- *Pre-configured user-specific categories*

Hello Mr. Smith (Information source: Internet database)

The current share price is 35 dollars. (Information source: Internet database)

The product sales in Europe were 2 million dollars. Press "1" if you would like that broken down by product category. Press "2" if you would like that broken down by country. (Information source: SAP)

You presently have 5 e-mails 2 voice mails and 4 fax mails. Press "1" if you would like to listen to your emails. Press "2" if you would like to listen to your voice mails... etc. (Information source: Lotus Notes)

### Example of a simple IVR Solution

