

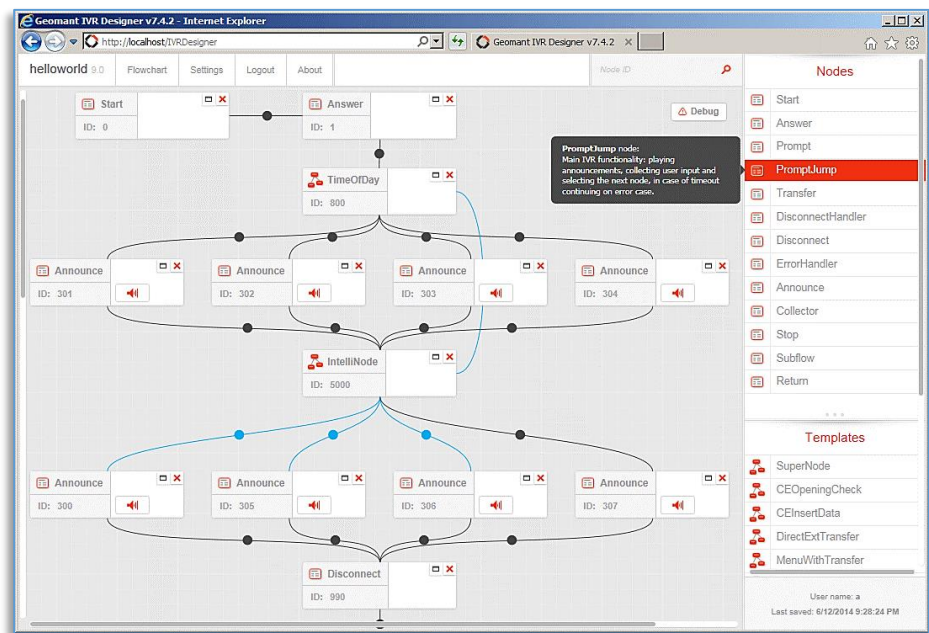
OnCall IVR

The Complete IVR Solution for Microsoft Skype for Business

OnCall IVR integrates flawlessly with Microsoft Skype for Business to deliver a complete IVR system for businesses of any size. Available as an on-premise solution, or as a cloud service, OnCall IVR can front calls, identify callers, route calls, and provide full or partial self-service functionality, cutting your operational costs, eliminating your waiting queues and providing 24-hour service for your customers every day of the year.

Customer Service Made Simple

From simple call routing (press 1 for Sales, 2 for Support), to full and secure transactional self-service and database interrogation, OnCall IVR gives your customers access to information and simple transactions quickly, without the need to queue or speak with an agent. By automating routine tasks, such as bill payments, shipment status or opening hours, OnCall IVR removes a significant number of calls from your contact centre, while saving your customers valuable time and effort. And because it releases your agents from repetitious, mundane requests, they're free to focus on sales and other revenue generating calls, as well as those more complex, but rewarding problem solving enquiries.

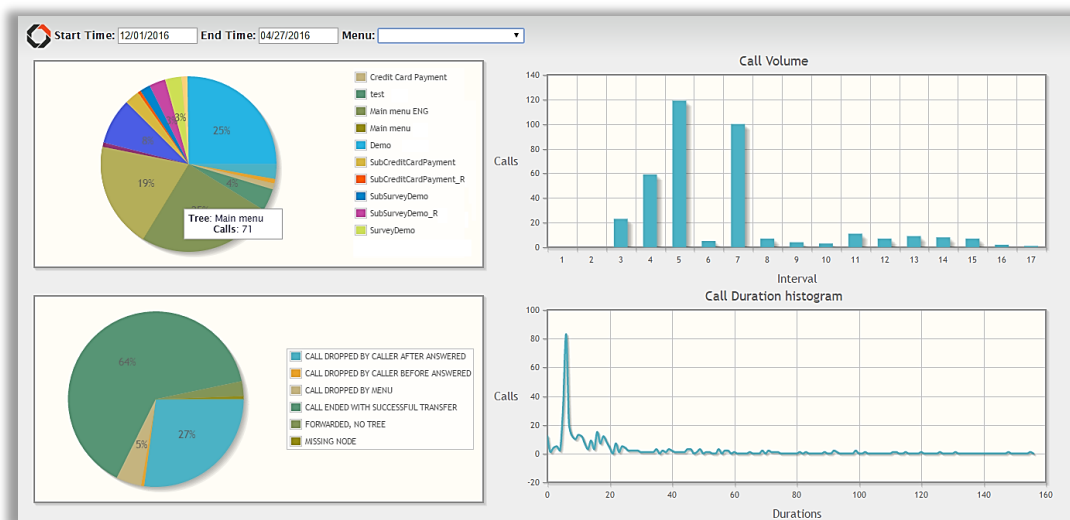


Ultimate Flexibility

OnCall IVR can work independently or alongside other contact centre solutions, but because it integrates natively with Contact Expert (CE), Geomant's multi-channel contact centre for Skype for Business, and with Microsoft's award-winning speech platform, the solutions seamlessly interact so you and your customers can benefit from the very latest speech recognition and text-to-speech capabilities. And because OnCall IVR can be provided as a cloud-service, it effortlessly connects with customers' Skype for Business environments through Federation.

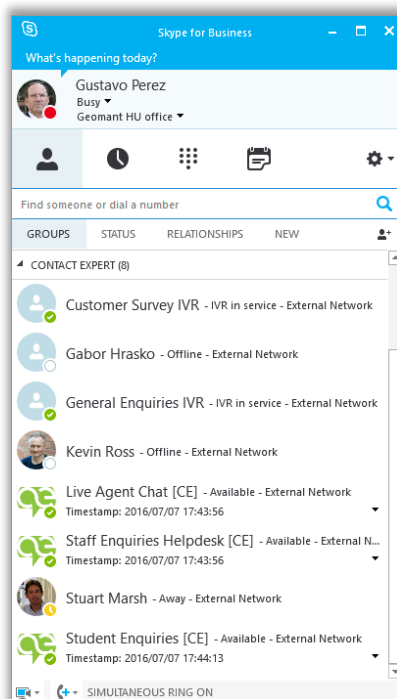
Highlights

- ✓ Native integration with, & powerful IVR capabilities for, Microsoft Skype for Business
- ✓ Unique Presence Aware information for intelligent routing
- ✓ Prioritizes calls based on customer value
- ✓ Supports inbound & outbound calls
- ✓ Text-to-Speech or recorded audio
- ✓ Intuitive drag-&-drop web-based tools for rapid script creation & maintenance
- ✓ Native integration with Geomant's Contact Centre Solution, Contact Expert, for end-to-end service
- ✓ Simple & rapid to deploy: on-premise or in the cloud
- ✓ Scalable
- ✓ Boosts FCR rates
- ✓ Cuts operational costs
- ✓ Eliminates queues
- ✓ Provides 24-hr service



Key Features:

- Natively integrated with Microsoft's Skype for Business
- IVR self-service scripts created in minutes with a rich graphical designer interface
- Supports simple scripts & complex, multi-level scripts
- Multiple node types supported, including announcements, option selection, digit collection & call transfer
- Recorded prompts & announcements can be uploaded and activated
- Effortlessly create & amend text-to-speech prompts & announcements, using Microsoft's speech server. Multiple languages & accents available
- Both DTMF ('Press 1') & voice recognition ("Say 'Sales'") interactions can be deployed
- Secure, permissions based administration
- Debug tool enables scripts to be tested for completeness
- Fully-test new scripts by nominated callers before activation
- Reusable components can be designed & included in multiple scripts, & in multiple branches of a single script
- Integration supported through web services
- Can create emergency announcements, with simple, secure invocation
- Multiple versions of each script can be maintained
- Outbound facility when initiated by Geomant's Contact Expert solution or other call initiating software



Pre-Built Modules:

- Identification & Verification (ID&V) can be deployed using internal databases, business applications, or Active Directory
- Credit & debit card payments
- Customer Callback
- Customer Survey

About Geomant

Geomant is a well-established, innovative Software Developer and Systems Integrator, specializing in Microsoft technologies. Geomant has offices across Europe, USA and Australia, and a global reseller network.

Geomant's range of solutions for Skype for Business are all designed to add functionality and integration capability to Microsoft's Unified Communications platform.

Geomant's solutions include contact centre software, Interactive Voice Response (IVR), and call recording.

Contact Geomant

www.geomant.com
 products@geomant.com
 Americas: +1 512 222 32 06
 Europe: +44 1789 387900
 APAC: +61 409 99 78 39