

## TECHNICAL DETAIL

- 500 port capacity on a single PC
- Windows based
- Barge-in support
- Compatible with all PBXs
- Digital trunk support
- Analog caller ID support
- Multi level user authentication
- Real time call flow and debug feature
- Multiple server control through a central application

### Supported Lines

- Analog
- ISDN PRI /BRI
- SS7
- SIP
- H323

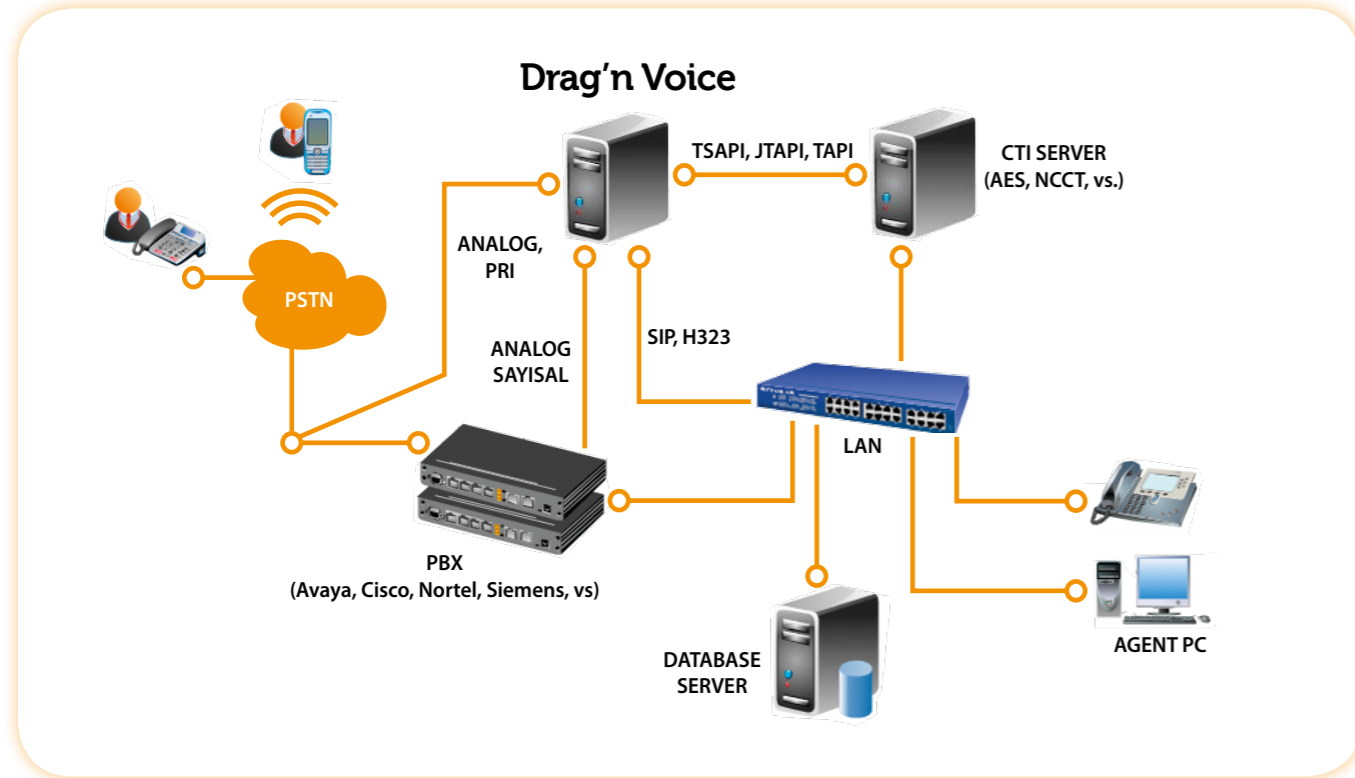


### 24 hours 7 days non-stop work

Drag'n Voice has proven itself to perform nonstop even with a standard PC resources.



Innovative  
Communication  
Solutions...



*With the power of our 20 years long R&D experience we offer flexible software infrastructures which create a total solution for your needs.*

# Drag'n Voice

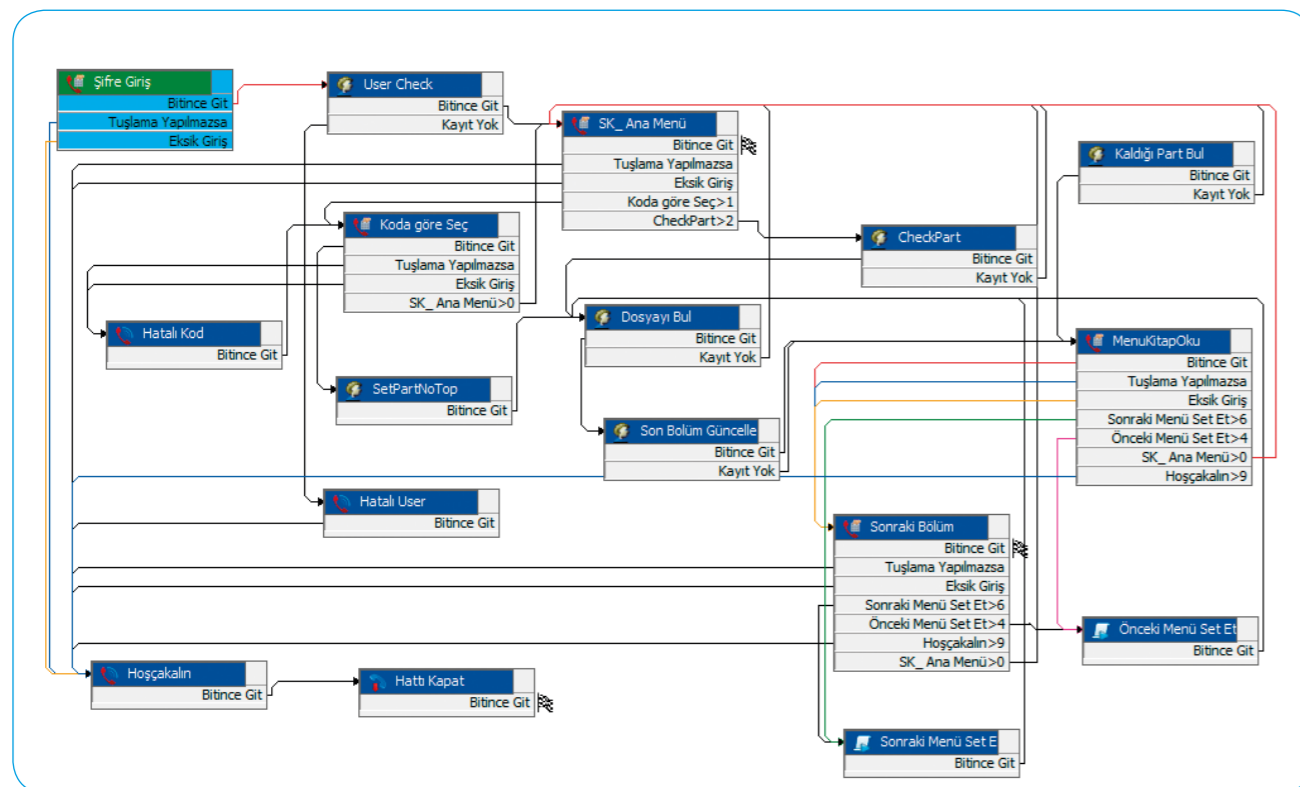
IVR System

# Drag'n Voice

Designing an IVR has never been this easy...

Today, companies feel the need for an integrated solution of contact center and IVR due to the fact that service hotlines often require intelligent routing and self service should be part of any standard service offering.

**Drag'n Voice** reduces your cost per call by letting customers choose the type of help they want such as self-service or speaking to an agent. Not only will Drag'n Voice free up your agents to handle more complex cases, but customers can quickly self-solve basic issues like bill pay, account inquiries, and more.



Sample "Vocal Book" scenario

## Voice Routing

Drag'n Voice system allows you to reach desired information not only by using telephone touch-tones but also by voice commands. Sophisticated speech recognition technology identifies the customer, enabling his or her safe legitimization. Voice biometrics offers additional security features. With modern speech recognition, callers can freely voice their wishes and will be directly guided to the right service or agent.

## Building an IVR campaign with "Designer" is a pie.

- Create advanced telephony systems with a simple drag-and-drop interface.
- Work with multiple scenarios simultaneously
- Link an application with other applications
- Online testing function (This is a useful feature for pinpointing where in the IVR tree any unwanted actions may be occurring.)
- Debug at any time during testing phase and watch the results of your IVR in real time.
- Integrate NET based scripts to your scenario
- Update or change scenarios without resetting the server

IVR Designer Tools



## Multi Functional

**Insurance companies** : Policy status and damage claims, pricing information, providing agency information by fax, etc...

**Banking** : Account balance checking, providing account abstract by fax, credit card transactions, saving account and stock exchange transactions, bill payments, wire transfers currency exchange rate information, etc...

**Manufacturing** : Providing information on inventory status, authorized resellers, price information, order status, tracking of previous orders, balance of current account, etc...

**Education** : Providing information on grades and attendance

**Mass Media** : 0800-0900 information and hot lines, telemarketing and outbound dialing...

**Sales** : Providing customer information, automatic sales proposals by fax, price and stock availability, providing e-mail messages graphics, plans by fax when away from office.

## Modular

With Drag'n Voice optional feature "Spoken" module, go beyond traditional menu-driven interactive voice response applications. Speech technologies open the door for businesses to offer a broader range of voice applications, eliminating the constraints dictated by standard touch tone IVR system applications. Enable your contact center to deliver a better experience, while increasing customer adoption of your voice self-service application.