



INTERACTIVE CommTech DEVELOPMENT S.A.

INNOVATIVE NETWORKING SOLUTIONS

InfoCenter System IVR InfoCenter

Facilities and Advantages:

IVR, short for interactive voice response, is a telephony technology in which someone uses a touch-tone telephone to interact with a database to acquire information from or enter data into the database. Interactive voice response technology does not require human interaction over the telephone as the user's interaction with the database is predetermined by what the IVR system will allow the user access to. IVR allows businesses to automate interaction with telephone callers. IVR technology is suited for any kind of business that wants to offer accessible, automated, up-to-date vocal information to their customers.

The application has a tree configuration that is very flexible:

- The tree configuration is personalized
- It is built according to the customer needs and business profile
- It allows different applications to be added later (for example, voice box for message recording; direct connection with a human operator etc)
- It can easily be updated or changed
- It may be accessed using the numbers on a touch-tone telephone

You may offer your clients a Toll-Free Number to access your IVR InfoCenter. This way, your clients may access your information in a fast, simple and free-of-charge way.

Example of an InfoCenter:

-Welcome to the InfoCenter of.....the name of the company

-Please select your language

-For Commercial, dial 1

-For Procurement, dial 2

-For Marketing, dial 3

-Keep the line to get in touch with an operator