

## BENEFITS

- ❑ Enables customers to call at any time convenient to them.
- ❑ Ensures address details are captured accurately.
- ❑ Creates a compelling caller experience that increases client satisfaction.
- ❑ Shorter call lengths improves transaction completion rates.
- ❑ Enhances profitability as agents can be used in other revenue generating tasks.
- ❑ Delivers the advantages of self-service speech at lower costs and faster time to market.

## FEATURES

- ❑ Well-structured dialogs and specially tuned grammars ensure maximum user-friendliness.
- ❑ Supports addresses in all 50 U.S. states + District of Columbia and Puerto Rico.
- ❑ Listings are updated daily and most callers need not speak the address as the look-up is very accurate.
- ❑ Adapts to virtually any industry vertical including Financial, Government, Healthcare, Retail, Telecommunications and Utilities.

# AddressCapture

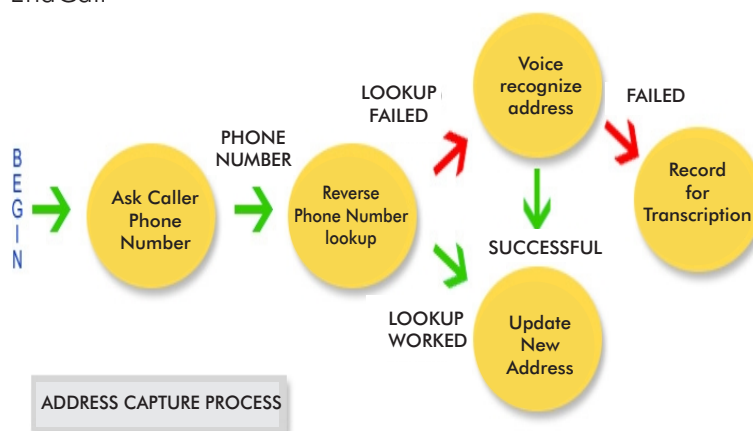
## OVERVIEW

Address Capture is an automated VoiceXML application that captures the customer address through an IVR. This application automates address capture using a combination of database lookup from the QSent database and speech recognition using Nuance Address Capture Open Speech Dialog Module. It ensures that information is gathered in the most efficient method without the need for agent intervention or transcription.

## Address Capture Process

The steps for address capture are:

- ❑ First, Address Capture looks up an address based on caller's phone number.
- ❑ If the address is not found or is incorrect, then the application asks the caller to state the address.
- ❑ If this is successful, the address is updated in the database, else the application records the caller's address for later transcription
- ❑ EndCall



The combination of database look-up and speech recognition for capturing address guarantees that the maximum number of addresses is captured automatically without the need for agent intervention or transcription.

## ABOUT RSI

Real Soft, Inc., (RSI) is a global provider of Software Solutions & Services with corporate headquarters located in the USA and offshore centers-of-excellence in India. Since 1991, RSI has been a vendor of choice for several companies. RSI's quality processes are ISO 9001:2000 and SEI-CMM Level 4 compliant.