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AutoAttendant

BENEFITS

- Cost savings: ability to handle more calls with fewer receptionists.
- Consistency in call handling due to zero or negligible human dependency.
- Metrics enable performance evaluation and diverse analysis.
- Can be used for both external and internal calls.
- Multi-Lingual: Can handle as many languages as required.
- Scalable: Can handle increasing call volumes with incremental investment.
- Voice mail feature enables contact even when concerned person is not available.
- Controlled accessibility by employees.
- Ability to play promotional messages to callers.
- Opens the door for more automation as stakeholders get familiar with technology - e.g., routine operational calls between vendors and procurement department can be automated through IVR.

OVERVIEW

Auto Attendant is a speech enabled solution that provides automatic directory assistance for enterprises. Callers speak the name of the desired party eliminating the need to use touch-tones, remember extension numbers or wait for an operator. This application makes use of IVR, Switch/ PBX, Web and Voicemail server for real-time management of incoming calls and messages.

FEATURES

- Supports both Speech and Touch-tone (DTMF) input.
- Real-time notification of missed calls via email, pager, SMS or PDA devices.
- Callers can hear the list of employees or departments.
- Employees can create call routing and preference profiles, personalized greetings as well as store several greetings at any given time.
- A task window on the PC allows users to see real-time incoming call details and caller name.

Architecture

- Voice User Interface (VUI) Module - This module answers and directs calls routed from the PBX/ Switch.

- Graphical User Interface (GUI) Module - A Web-based GUI allows users to modify their contact information, priority and notification preference.

- System Administration Module - This module which is password-protected allows system administrators to manage user and department profiles.

ABOUT RSI

Real Soft, Inc., (RSI) is a global provider of Software Solutions & Services with corporate headquarters located in the USA and offshore center-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.

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