

ACTFINITY

Interactive Voice Response System



Improve Business Services and Ensure Customer Satisfaction

Allow Users to Transact Business and Obtain Wide Ranges of
Information from Anywhere at Anytime



TELEFINITY

COMPUTER TELEPHONY SOLUTIONS

Overview

ActFinity is an Interactive Voice Response (IVR) system that allows users to communicate with computers through the telephone in order to access a wide range of information and services. It enables the caller to select options from voice menus and interact with the computer phone system instead of a human agent.

ActFinity is the easiest IVR system to customize. Using a powerful Visual Call Flow Designer, it gives you the ability to easily create and modify IVR applications within minutes. By using drag and drop modules, you do not have to pay extra for software customization.

Moreover, ActFinity is built on an open IVR and telephony platform enabling you to easily integrate other software solutions such as Workflow, ERP, and database systems.

ActFinity supports a wide range of computer telephony technologies such as voice recognition, text-to-speech, interactive fax and multi-party conferencing. It is also integratable with ACDs and call centers, providing you with richer customer interaction and wider operational efficiency.

Key Features

Open Platform

ActFinity's Open Platform architecture is designed to handle a high load of calls with maximum performance, using minimum hardware requirements.

ActFinity Platform is built on standard hardware components and operating system, providing you with flexibility and an easy-to-use interface.

ActFinity architecture makes it easy to customize and integrate with other systems such as Workflow, ERP and database systems to match your specific requirements as well as your budget.

Users can develop their own IVR applications using powerful and familiar scripting tools such as VB script. The user can take full control of the call flow using the embedded object, which provides all the telephony functions necessary to develop an IVR application. Users can also use existing capabilities of the VB Script to connect to other systems' database and hosts.

Fast Call Flow Designer

Creating the right easy-to-use IVR voice menu is very important. Unlike other systems, ActFinity offers an intuitive, fully featured graphical Call Flow Designer. This enables you to create a customized IVR system in minutes, without the need for any programming skills. You can simply design the menu by drag and drop modules.

Scalability and Reliability

ActFinity is the most reliable and scalable IVR system. Each server runs up to 256 channels per machine and there is no limit for the number of machines that could be installed together. This can increase the system capacity up to thousands of channels, which makes ActFinity scalable to meet your business needs.

Affordability

ActFinity is a cost effective IVR system. You pay less for high reliability, high scalability, and the most advanced features.

Automatic Speech Recognition (ASR)

The ActFinity's ASR is optimized for accurate, scalable, and easy-to-deploy voice automation solutions. Adding ASR makes phone-based interactions faster, easier, more fun, and more efficient, while giving companies the power to improve customer satisfaction at a lower cost.

With ASR, all the user needs to do is speak to get what he wants, instead of using the keypad. ActFinity's ASR takes into account that users can speak with a great variety of languages, accents and speech patterns. The system will still understand them and handle their requests.

Text To Speech (TTS)

Effortlessly, the system speaks addresses, articles, product descriptions, emails and more in several languages. ActFinity IVR supports and uses Text-to-Speech (TTS) technology to dynamically construct phrases from text and speak them over the phone line.

Friendly Interface	ActFinity is designed with an intuitive Interface using an easy navigation method to facilitate access to various system parts. Users can easily access all system configurations and settings.
Database Connectivity	ActFinity provides complete ODBC support to allow ActFinity to read or to write data to any database engine.
Multi Operational Channels	For more cost-saving, ActFinity's IVR, Fax, and Voice Mail could be installed on the same PC and run at the same time. ActFinity channels operate independently, i.e. each channel may be dedicated to run an application. For example; ActFinity IVR lets you run a phone banking application on lines 1-10, voice mail on lines 11-20, and separate fax on demand application on lines 21-30.
Caller Identification	By identifying the caller ID for every call, ActFinity is capable of handling calls based on this information. This could be used to enhance access security.
SMS Support	ActFinity SMS module gives you the ability to send/receive SMS messages. Customers like to receive an SMS confirming their requests, they may also want some information be sent to their mobile phone in text format, or employees may want to get SMS notifications about their new voice mails.

ActFinity Applications

Contact Centers	Automated customer service, order taking and status, shipping information and tracking, dealers/office locations, account information, and more.
Banking/ Financial	Telephone banking including account inquiry and transactions, loan and mortgage applications, stock information, interest rates, currency exchange rates.
Transportation	Schedules, ticketing, frequent customer account information, promotions, and placing an order or reservation.
Insurance	Allowing callers to retrieve detailed information about their insurance coverage, benefit inquiries, claim reporting and status, plan enrollment, and billing inquiries. Insurance companies can Also conduct surveys using ActFinity.
Prepaid Cards	Prepaid cards solution allows customers to activate the service by entering the required information using touch-tones or voice commands.
Media, Marketing & Entertainment	Stock, news, weather, or traffic information retrieval. Subscription renewals and allowing the users to vote by phone and answer surveys.
Cinema	Schedules, ticketing, and placing an order or reservation.
Education	Course information, course registration, exam and course results.
Auto Attendant /Voice Mail	Allowing users to reach their desired destination quickly. They can also leave a voicemail or send a fax message to any employee.

NOW YOU CAN

- Make your business available 24/7 and let your customers obtain a wide range of information from anywhere at anytime.
- Allow users to transact business at their convenience through a human-like dialogue flow.
- Achieve effective customer service where customers can quickly get the information they require through voice commands.
- Automate customer service so your business can cut costs and your agents can focus on more important calls.
- Gain a competitive advantage, by offering an interactive and compelling service, helping you attract new customers and build a long and lasting relationship with existing ones.
- Use an IVR system that delivers notification to users through E-mail, Fax, and SMS.
- Provide multilingual support for ActFinity IVR prompts, for automated speech recognition (ASR) and text-to-speech (TTS) capabilities.

Connectivity

- Analog Trunks & Extensions.
- Digital Trunks (E1,T1).
- IP Extensions (SIP).



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