



Network IVR

Wavenet Call Care Auto Attendant

Auto Attendant is an Interactive Voice Response application that can be configured in a variety of ways to produce different types of single level IVR services.

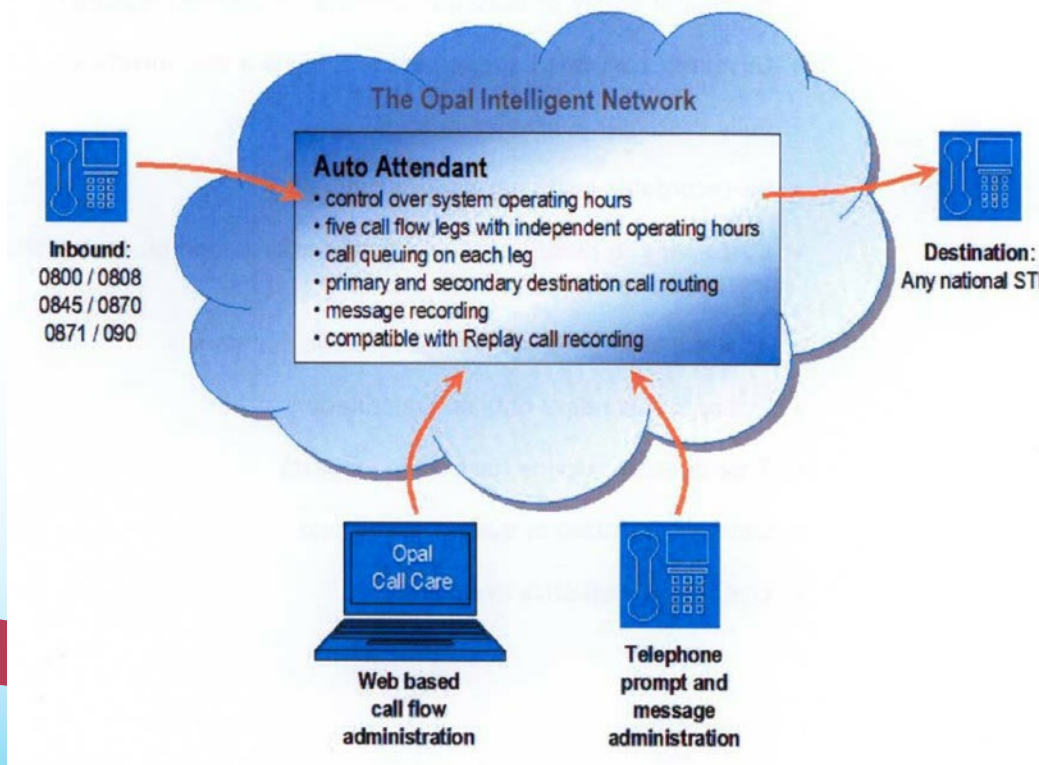
The application is custom built, and from then on can be controlled via dedicated web screen and an automated telephone administration service.

The web screens are used to control the flow of the application. The automated telephone administration service is used to record and activate system prompts and messages and to retrieve:-

Messages left by callers.

Features

Auto attendant is available to any customer using a non-geographic number.



System Administration

Changes can be made to how the system operates by using the Call care web interface and the Management Service telephone interface.



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Web Interface

The web interface is used to control the following:

- o System operating hours
- o Menu interaction
- o Call legs
- o Leg operating hours
- o Call destinations
- o Call queues

Features and Benefits

- o Helps customers to deal with peaks in INBOUND call traffic
- o No costly customer equipment
- o Saves space, time, money and resources
- o Not site specific
- o Compatible with Replay call recording
- o Customer has full control of the service
- o Call care web based call statistics

Order process

- o Service is custom built
- o Minimum traffic expected 5000 minutes per month
- o Lead time to build is 5 working days
- o Minimum 6 month contract

A design should be submitted and we will provide a quotation for the build.

