



CREALOG ANNOUNCEMENT

ANNOUNCEMENTS, HOLD QUEUES AND PREQUALIFICATION

CreaLog Announcement enables automatic playback of welcome messages, product information, services, opening hours, current problems and other freely selectable information. The announcements can be varied according to date, time and holiday schedules.

Different announcements can also be assigned to specific call numbers to accommodate the particular situation of departments.

HIGHLIGHTS

- Flexible, fast response with individual telephone announcements
- Dialog control with keypad entry and speech recognition
- Individual announcements determined by caller group and time of day
- Voice prompt playback from professional recordings or by speech synthesis (text-to-speech)
- Integrated sound studio: Quick editing of speech and music components, import of WAV and MP3
- GUI-based administration of announcements and users throughout the network
- Fast, simple activation of dialogs

SOLUTION

- Announcements and music on hold with well-organized display of modules, functions and text content
- Speech Recognition and Text-to-Speech included

USE

- Prequalification and hold queue with information
- Service and help desk
- Customer support by telephone

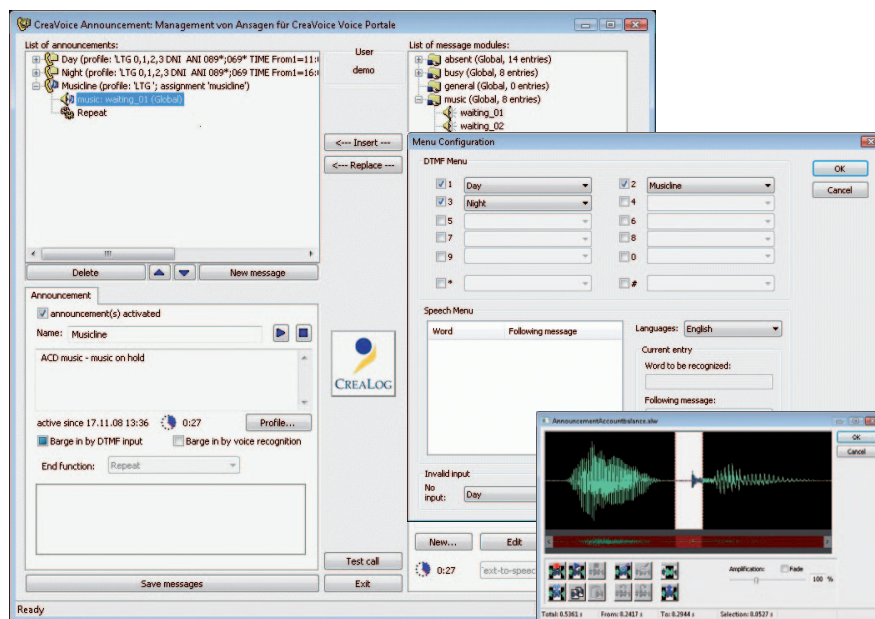
BENEFITS

- Increases availability and service level
- Saves time, cost and personnel

ANNOUNCEMENTS AND DIALOGS CREATED QUICKLY AND EASILY

Phone dialogs and announcements can be put together by dragging speech and music components selected from existing catalogs. You can import your own announcements as WAV or MP3 files, record with the integrated sound studio or generate them with the text-to-speech (TTS) feature. Then, assign your announcement to a line or extension and it's already live. This is how easy it can be to administer announcements and music on hold for call center and help desks throughout the network with a point-and-click interface.

The evaluation of the calling number enables individual announcements for specific callers, regions or groups. Furthermore, announcements and hold queue music can be configured to vary by the time of day, date and day of the week or holiday schedule. For particular situations such as malfunctions, you can prepare announcements and then activate them within seconds whenever the trouble scenario occurs.



Graphical interface with menu configuration dialog and sound studio

TECHNICAL DATA

- Integrated user administration: user and resource management with individual rights for announcements, speech modules, dialog functions and call statistics
- Integrated sound studio for editing announcements (WAV, MP3)
- Dialog functions: hang up, repeating, linking, switching (evaluation of busy/timeout), subfunctions/subroutines, time control, dictation of call numbers
- Speech recognition: multilingual; words are typed directly in and are available immediately
- Announcements may vary depending on line, originating and extension number, time, date or holiday schedule
- Offline simulation of all call situations before activation of the dialog
- Integration with CreaLog CDG for simple modification of announcements

GERMANY

MUNICH

Frankfurter Ring 211
80807 München

FRANKFURT

Letzter Hasenpfad 64
60598 Frankfurt / Main

Phone: +49 89 324656-0

AUSTRIA

VIENNA

Simmeringer Hauptstraße 24
1110 Wien
Phone: +43 1 74040-640

info@crealog.com
www.crealog.com

