CREALOG AUTO ATTENDANT

THE FAST, FRIENDLY, RELIABLE AUTOMATIC AUTO-ATTENDANT

CreaLog Auto Attendant is the automatic switchboard which is fast, friendly and reliable as it puts your callers through around the clock. Callers use speech input to name the person or department they wish to speak to and are transferred immediately. In case of phonetically similar or identical names, the CreaLog Auto Attendant names the alternatives found and thus ensures that the right connection is made.

FUNCTIONS

- Speaker-independent: simple voice input of the name or department
- Direct availability of internal or external numbers: less waiting for callers
- Reduces switchboard workload by taking all calls around the clock
- Supports large telephone directories with tens of thousands of subscribers
- Also presents additional information such as department designation, address for visitors, fax number, e-mail address and mobile phone number
- Usable without recording of names and without programming
- Mobile access to your directory

SOLUTION

- Automatic voice-driven telephone exchange for all conventional and VoIP telephone systems

USE

- Outside of business hours
- Peak times
- Internal switching
- Replacement of the manual switchboard

BENEFITS

- Direct switching – no waiting
- 24-hour availability
- Providing contact information
- Integration with Metadirectory

INCREASE SERVICE QUALITY AND REDUCE COSTS

In all application scenarios, the CreaLog Auto Attendant improves the service quality of your telephone switchboard. Its use by external and internal callers offers considerable potential for reducing personnel and telephone costs. With the CreaLog Auto Attendant, you can benefit from least-cost routing and optimized use of telephone rate plans.

FREE VOICE DIALOG

The free voice dialog offers fast, intuitive, reliable operation. The creation of individual announcements facilitates a uniform, professional company image at the telephone switchboard in harmony with your corporate identity.

SCENARIOS

The CreaLog Auto Attendant is flexible in use: as a fully automated switchboard, it accepts all external and internal calls, forwards calls or provides information. The Auto Attendant can be used at peak times and during night operation to support employees at the switchboard and ensure the fast availability of the company around the clock.

Even if the CreaLog Auto Attendant is to be used only for internal callers, the switchboard is relieved of internal transfer and information requests and is thus more available for outside callers.

If the desired person is not available by telephone at his workplace at the moment, the CreaLog Auto Attendant can forward the call to a mobile number, his assistant or an employee at the switchboard. Alternatively, the Auto Attendant can provide the e-mail address or fax number for the desired contact. Configuration options for this enable individual availability of particular information to allow flexible adaptation to all company needs.

The CreaLog Auto Attendant can operate in standalone mode and also be used in customer-specific voice dialog solutions. The switching function then connects the caller directly from the dialog to employees or departments.

METADIRECTORY INTEGRATION

Integration with your Metadirectory installation ensures fully automated synchronization of participant data. Manual entry or correction of the participant data is possible, but is generally not necessary. Either employee names from Metadirectory are played back in the phone dialog with natural-sounding speech synthesis or recorded names are used for employees and departments.

TECHNICAL DATA

- Department and employee names scalable up to several tens of thousands of recognition words
- Free navigation in the voice dialog with speech recognition and barge-in
- Dialog languages: German, English, Swedish, Danish and others on request
- Calls which cannot be transferred are connected to a representative or voicemail
- Automatic maintenance of switching data by synchronization with Metadirectory
- Manual administration of switching data via web browser if desired
- Log function for tracking individual calls and optimization

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