



CREALOG VOICE PORTAL

VOICE PORTAL SOLUTIONS FOR CONTACT CENTER AND SERVICE DESK

With CreaLog Voice Portals we provide announcements and music on hold for all telephone systems and contact center solutions, like the CreaLog Contact Center (CCC). We perform prequalifications, automatically forward with voice control to groups and extensions, provide employees with caller information using CTI and offer callers the option of making callback requests.

Through customer self-service, our voice portals provide information, perform automated order processes, database information requests, bank transactions and much more, where all requests are received and processed efficiently.

For outbound calls, you may use voice portals as a power dialer with fax and answering machine detection, as well as for automated collection procedures.

FUNCTIONS

- Announcements, prequalification, customer self-service, voicemail, fax, ...
- Reliable recognition of colloquial input, speech synthesis and voice biometrics
- Simple configuration and administration from all locations
- Comprehensive interface support for telephony, contact centers and data processing
- Modular design with flexible expansion options

SOLUTION

- Voice solutions for multi-channel contact center and service desk support

USE

- Intelligent hold queues, prequalification and incident management
- Self-service with CTI support and database integration
- Password reset
- FAQ system

BENEFITS

- More satisfied callers
- Better level of service
- Lower costs
- New services offered, also with video

BENEFITS

CreaLog systems offer customer self-service in all sectors, relieving contact centers and service desks of time-consuming routine activities.

ANNOUNCEMENTS AND PREQUALIFICATION

CreaLog solutions provide music on hold and announcements for all telephone systems and contact center solutions based on the calling number, selected extension or line identification. Prequalification is performed by speech recognition or key selection.

CreaLog Announcement, with a special graphical user interface adapted to the requirements of operational call center management, is available for configuration. CreaLog Announcement enables announcements and music recordings to be changed quickly, profiles for time-based control to be applied and offline testing to be conducted even during ongoing operations.

ACD INTEGRATION AND HOLD QUEUES

Voice portal solutions work with all telephone systems and in particular the CCC, communicate flexibly with them and provide the necessary interfaces to do so. Thus it is possible to give callers in the hold queue information on the anticipated time to wait or their position in the queue. This avoids multiple calls from particularly impatient callers. Callers on hold who are in a hurry can also be offered a callback option. If they wish to continue waiting, the CCC integration returns them to the hold queue without losing their previous position.

COMPUTER TELEPHONY INTEGRATION (CTI)

Voice automation in the contact center isn't complete without CTI. CTI increases customer satisfaction, because wish-

es and customer data from the voice portal dialog are passed directly to the CRM software in the contact center. Employees in the contact center already see the information required for the conversation on the screen before accepting the call. Even the age and gender of the caller, mood and desired language (identified using speech analytics) can be determined and enable the employee to provide the best service to the caller.

UNIFIED MESSAGING

Unified messaging brings the communication channels for phone, fax, e-mail and SMS together. Work processes in the contact center and at service desks are simplified and employees can respond quickly from any location thanks to the uniform representation on the computer and telephone in a single application. Teamwork is improved with voicemail for individuals and groups as well as integrated presence management.

Expansion to include automated, voice-driven switching and teleconference functions results in a unified communications solution offering full value.

INTELLIGENT CALLBACK MANAGEMENT

Instead of waiting on hold for the next free agent, callback management allows the customer to request a scheduled callback. This callback request will be presented to the agent in the contact center at the desired time. Intelligent callback also offers the possibility during peak calling times to segment caller groups and set priorities for the return calls.

CUSTOMER SATISFACTION AND OPINION SURVEYS

Automated customer satisfaction and opinion surveys are pretty useful, both as a survey at the end of a conversation with a customer support representative as well as for actively contacting customers in outbound work. They always provide up-to-date results regarding the current service level and customer satisfaction.

OUTBOUND CALLS AND DIALERS

The voice portal is also used for outbound automated collections work, surveys and for dialing assistance. This saves valuable personnel resources and costs. The voice portal calls the customer independently - even multiple times - and only puts the call through to an employee if a qualified contact is reached. Failed call attempts which are picked up by answering machines or fax equipment are not connected to the contact center.

VOICE RECORDING

Voice recording is used where critical telephone processes or business deals must be clearly documented. This includes, among other things, deactivating bank and credit cards or accepting orders, money transfers and stock orders with banks and brokers.

TELEPHONE SELF-SERVICE

Professional customer service begins with a voice portal. It is available around the clock with no waiting, offers self-service options to callers using natural speech input and relieves your employees of time-consuming, routine tasks. The integration of calls using video telephony makes new, attractive services possible. Callers can now also see their selection options!

AUTOMATED INFORMATION, ORDERS AND SHIPMENT TRACKING

Today, orders by telephone can be conveniently automated using voice control. Information, goods and services can be offered efficiently by telephone and orders received cost-effectively using the voice portal. Questions regarding delivery status can also be automated conveniently. After the shipment number is entered, the voice portal reads the current status from the database.

TELEPHONE BANKING AND BROKERAGE

Telephone banking and brokerage are ideal application areas for voice portals, because of high demands for availability and the need to process many transactions cost-effectively. A wide range of services can be made available easily for customer self-service, such as identification (by voice biometrics or other means), information queries on opening hours or ATM locations, money transfers, stock orders and more. If the caller needs to speak personally to a representative, the call is connected to the right support person.

SINGLE-SERVER CONCEPT

Services can be operated on a single voice portal in a modular and parallel fashion. This saves operating and maintenance costs.

AUTOMATED UPDATING OF MASTER DATA AND ADDRESSES

Changes to customer data can also be fully automated using voice dialogs, so that contact center employees need not intervene. After asking for the customer number and PIN, the voice portal then asks the postal code, followed by the street name and number. The information is repeated to ensure that it is correct, and after the caller has confirmed it, the address change is complete.

AUTOMATED PASSWORD RESET

Service desks must reset forgotten passwords frequently. Particularly with longer, more complex passwords which must be changed often, the probability is very high that they will be forgotten. Automated password resetting by phone offers a simple, reliable solution which can provide significant relief to service desk personnel.

METER READINGS AND INCIDENT MANAGEMENT

Reading meters or mail-in efforts with postcards are things of the past for utility companies. Now callers can enter their data themselves with a simple telephone call.

Current announcements regarding known problems in networks or supply infrastructure are always available on the trouble hotline. Callers are only forwarded to the coordinating office to report new incidents. This relieves employees in the incident coordinating office of providing routine information and gives them more time to arrange measures to correct the problems.

DIALOG DESIGN

- Expertise in all areas of voice dialog design
- Target group analyses
- Persona design
- Sound branding
- Prompting and wording
- User adaptation

INTEGRATION

Many years of experience in:

- all VoIP and digital telephone systems
- all ACD solutions
- all databases
- all CRM systems
- multi-location CTI

TECHNOLOGY

- Market-leading speech recognition, speech synthesis and voice biometrics
- Well-engineered tools for creating voice dialogs
- Mature technology for optimizing speech recognition and synthesis
- High-performance interfaces

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