

DEVELOPING IVR APPLICATIONS FOR THE

INSURANCE C O M P A N Y

Better Service, Increased Productivity, Cost Savings... for your insurance company, with iVoice IVR.

PUT THE IVOICE IVR SYSTEM TO WORK FOR YOU:

- Automatically handle every call from agents and policy holders.
- Answer calls on the first ring, 7 days a week, 24 hours a day.
- Speak to callers in human tone of voice.
- Provide accurate and reliable information, up to date.
- Resources your present personnel for more productive work.

APPLICATIONS:

- Property, casualty and life policy inquiries
- Coverage verification
- Claim reporting and status
- Portfolio and policy valuation
- Address changes
- Billing inquiries
- Plans and premium inquiry
- Loan payoffs
- Agent sales contest inquiry
- Agent motivation and product information messages
- Agent bonuses, commissions and benefits

THE BOTTOM LINE:

- Improved customer service
- Enhanced productivity/streamlined staffing
- Better agent communications
- Lower cost
- Efficient information flow
- More employee satisfaction

THE INSIGHT IVR SYSTEM GIVES COMPLETE, UP TO DATE, EFFICIENT SERVICE TO EVERYONE WHO CALLS!

DEVELOPING IVR APPLICATIONS FOR THE

HEALTHCARE I N D U S T R Y

Better Service, Increased Productivity, Cost Savings...in your healthcare organization. With the IVT Insight IVR.

PUT THE iVOICE IVR SYSTEM TO WORK FOR YOU:

- Automatically handle every call from agents and policy holders.
- Answer calls on the first ring, 7 days a week, 24 hours a day.
- Multi-lingual prompts.
- Speak to callers in human tone of voice.
- Provide accurate and reliable information, up to date.
- Resources your present personnel for more productive work.

APPLICATIONS:

- Payment tracking
- Claims processing and billing
- Admittance and discharge records
- Inventory reports
- Office locations and operating hours
- Change of address
- Routing of callers to specific personnel

THE BOTTOM LINE:

- Improved service
- Enhanced productivity
- Lower cost
- Efficient information flow
- Reduced staffing requirements
- Reduced paper environment

THE iVOICE IVR SYSTEM GIVES FAST, COST-EFFICIENT SERVICE TO EVERYONE WHO CALLS!

DEVELOPING IVR APPLICATIONS FOR THE

HUMAN RESOURCES

DEPARTMENT

Better Service, Increased Productivity, Cost Savings...in your Human Resource Department. With the iVoice IVR.

PUT THE iVOICE IVR SYSTEM TO WORK FOR YOU:

- Automatically handle every call from employees, applicants and retirees.
- Answer calls on the first ring, 7 days a week, 24 hours a day.
- Speak to callers in human tone of voice.
- Provide accurate and reliable information, up to date.
- Resources your human resource representative for more productive work.

APPLICATIONS:

- Benefits and pension plan information
- Pension, 401K and stock-purchase account servicing
- Employment application information
- Training course scheduling and sign-up
- Employee communications
- Schedule interview appointments
- Personnel record auditing and tracking
- Payroll inquiries
- Crisis communications: disasters, closings due to weather.

THE BOTTOM LINE:

- Improved service
- Enhanced productivity
- Lower cost
- Efficient information flow
- More employee satisfaction

THE iVOICE IVR SYSTEM GIVES COMPLETE, UP TO DATE, EFFICIENT SERVICE TO EVERYONE WHO CALLS!

DEVELOPING IVR APPLICATIONS FOR

ORDER ENTRY

Better Service, Increased Productivity, Cost Savings in order entry..... with the iVoice IVR.

PUT THE iVOICE IVR SYSTEM TO WORK FOR YOU:

- Automatically handle every call from agents and policy holders.
- Answer calls on the first ring, 7 days a week, 24 hours a day.
- Speak to callers in human tone of voice.
- Provide accurate and reliable information, up to date.
- Resources your present personnel for more productive work.

APPLICATIONS:

- Order entry and order status
- Purchase order and work order processing
- Shipping status
- Billing information
- Inventory control
- Product specifications
- Price quoting/trade discounts
- New product announcements
- Special purchase announcements
- Historical account data
- Dispatching
- Scheduling

THE BOTTOM LINE:

- Improved service
- Enhanced productivity
- Lower cost
- Efficient information flow
- More employee satisfaction

THE INSIGHT IVR SYSTEM GIVES COMPLETE, UP TO DATE, EFFICIENT SERVICE TO EVERYONE WHO CALLS!

DEVELOPING IVR APPLICATIONS FOR YOUR

RETAIL BUSINESS

Better Service, Increased Productivity, Cost Savings...in your retail business. With the IVT Insight IVR

PUT THE IVOICE IVR SYSTEM TO WORK FOR YOU: *Automatically handle every call.
*Answer calls on the first ring, 7 days a week, 24 hours a day.
*Speak to callers in human tone of voice.
*Provide accurate and reliable information, up to date
*Resources representatives for more productive work.

APPLICATIONS: *Account balances
*Product availability
*Catalog services - Telephone order entry
*Store locations and hours of operation
*Customer address verification
*Employee benefit information
*Credit card information
*Job applicant inquiries
*Credit limits
*Employee scheduling
*Credit card verification

THE BOTTOM LINE: *Improved customer service
*Enhanced productivity
*Lower cost
*Faster response time
*Efficient information flow

THE INSIGHT IVR SYSTEM GIVES COMPLETE, UP TO DATE, EFFICIENT SERVICE TO EVERYONE WHO CALLS!

DEVELOPING IVR APPLICATIONS FOR YOUR

CABLE TV C O M P A N Y

Better Service, Increased Productivity, Cost Savings...for your cable TV company. With the IVT Insight IVR.

PUT THE IVOICE IVR SYSTEM TO WORK FOR YOU: *Automatically handle every call from customers.
*Answer calls on the first ring, 7 days a week, 24 hours a day.

- *Speak to callers in human tone of voice.
- *Provide accurate and reliable information, up to date.
- *Resources your present personnel for more productive work.

APPLICATIONS:

- *New service subscription orders
- *Subscription and programming rates information
- *Installation scheduling
- *Services interception
- *Problem status
- *Billing inquiries
- *Past due account information
- *Last payment received
- *Programming and special features information
- *Account balance

THE BOTTOM LINE:

- *Improved customer service
- *Enhanced productivity/streamlined staffing
- *Better subscriber communications
- *Lower cost
- *Efficient information flow
- *Expanded customer service hours

THE INSIGHT IVR SYSTEM GIVES COMPLETE, UP TO DATE, EFFICIENT SERVICE TO EVERYONE WHO CALLS!

DEVELOPING IVR APPLICATIONS FOR YOUR

HELP DESK

Better Service, Increased Productivity, Cost Savings...for your Help Desk. With the IVT Insight IVR.

PUT THE IVOICE IVR SYSTEM TO WORK FOR YOU: *Automatically handle every call.
*Answer calls on the first ring, 7 days a week,
24 hours a day.
*Speak to callers in human tone of voice.
*Provides accurate and reliable information,
up to date.
*Resources Help Desk support people for more
productive work.

APPLICATIONS: *On-line problem resolution/terminal reboot
*Problem reporting
*Service representative inquiries on customer profile
*General system information
*Problem status
*After hours service
*Remote dispatch
*Initiate trouble ticket
*System availability
*System outage announcements
*Preliminary diagnostics
*Trouble ticket resolution via fax response
*Help desk call logs and statistics reports

THE BOTTOM LINE: *Improved help desk service
*Enhanced productivity
*Lower cost
*Reduced long distance telephone cost
*Increased accuracy
*Standardized operational procedures

THE INSIGHT IVR SYSTEM GIVES COMPLETE, UP TO DATE, EFFICIENT SERVICE TO EVERYONE WHO CALLS!

DEVELOPING IVR APPLICATIONS FOR YOUR

HIGH TECHNOLOGY C O M P A N Y

Better Service, Increased Productivity, Cost Savings...for your high technology company. With the IVT Insight IVR.

PUT THE IVOICE IVR
SYSTEM TO WORK FOR YOU:

- *Automatically handle every call from customers.
- *Answer calls on the first ring, 7 days a week, 24 hours a day.
- *Speak to callers in human tone of voice.
- *Provide accurate and reliable information, up to date.
- *Resources your present personnel for more productive work.

APPLICATIONS:

- *Product order placement and status
- *Help desk inquiries
- *System or software upgrade information
- *New product introductions
- *Pharmaceutical information updates
- *Billing inquiries
- *Inventory status
- *Technical sales support
- *Telephone call routing
- *Account balance
- *Labor hours reporting

THE BOTTOM LINE:

- *Improved customer service
- *Enhanced productivity/streamlined staffing
- *Better customer communications
- *Lower cost
- *Efficient information flow
- *Expanded customer service hours

THE INSIGHT IVR SYSTEM GIVES COMPLETE, UP TO DATE, EFFICIENT SERVICE TO EVERYONE WHO CALLS!

DEVELOPING IVR APPLICATIONS FOR YOUR

INFORMATION PROVIDER C O M P A N Y

Better Service, Increased Productivity, Cost Savings...for your information provider. With the IVT Insight IVR.

PUT THE IVOICE IVR SYSTEM TO WORK FOR YOU: *Automatically handle thousands of calls.
*Answer calls on the first ring, 7 days a week,
24 hours a day.
*Speak to callers in human tone of voice.
*Provide accurate and reliable information,
up to date.
*Resources your present personnel for more
productive work.

APPLICATIONS: *800/900 Services
*Subscription fulfillment
*Merchandise ordering
*Entertainment inquiries
*Fund raising
*Locator services
*Sports information
*General information services
*Membership renewal
*Rate information
*Classified ad responses

THE BOTTOM LINE: *Improved customer service
*Enhanced productivity/streamlined staffing
*Better telephone representative communications
*Lower cost
*Efficient information flow
*Improved client satisfaction

THE INSIGHT IVR SYSTEM GIVES COMPLETE, UP TO DATE, EFFICIENT SERVICE TO EVERYONE WHO CALLS!

DEVELOPING IVR APPLICATIONS FOR YOUR

TELECOMMUNICATIONS

C O M P A N Y

Better Service, Increase Productivity, Cost Savings...for your telecommunications company. With the IVT Insight IVR.

PUT THE IVOICE IVR SYSTEM TO WORK FOR YOU: *Automatically handle every call from customers.
*Answer calls on the first ring, 7 days a week, 24 hours a day.
*Speak to callers in human tone of voice.
*Provide accurate and reliable information, up to date.
*Resources your present personnel for more productive work.

APPLICATIONS: *Directory assistance call completion
*Phone service disconnect and reconnect
*Customer service inquiries
*Collect call verification and announcement
*Credit card calling and card verification
*Outdial for service reinstatement notification
*Emergency service notification
*After-hours service restoration
*Service center locations
*Customer account inquiries
*Crew scheduling
*Advanced installation notification
*Service outage dispatching and reporting
*MIS help desk automation
*Employee benefits inquiries

THE BOTTOM LINE: *Improved service
*Enhanced productivity
*Improved security
*Lower cost
*Efficient information flow
*More employee satisfaction

THE INSIGHT IVR SYSTEM GIVES COMPLETE, UP TO DATE, EFFICIENT SERVICE TO EVERYONE WHO CALLS!

DEVELOPING IVR APPLICATIONS FOR THE

TRANSPORTATION I N D U S T R Y

Better Service, Increased Productivity, Cost Savings...in your transportation company. With the IVT Insight IVR.

PUT THE IVOICE IVR
SYSTEM TO WORK FOR YOU:

- *Automatically handles every call from passengers, work crews, pilots, drivers and freight customers.
- *Answer calls on the first ring, 7 days a week, 24 hours a day.
- *Speak to callers in human tone of voice.
- *Provide accurate and reliable information, up to date.
- *Resources your customer service representatives and operators for more productive work.

APPLICATIONS:

- *Scheduling of crews, drivers, flights and shipments
- *Fare and rate quotes
- *Arrival and departure information
- *Employee announcements
- *Crisis communications
- *Dispatching
- *Shipment tracking
- *Frequent flyer account inquiry
- *Reservations

THE BOTTOM LINE:

- *Improved service
- *Enhanced productivity
- *Lower cost
- *Efficient information flow
- *More employee satisfaction

THE INSIGHT IVR SYSTEM GIVES COMPLETE, UP TO DATE, EFFICIENT SERVICE TO EVERYONE WHO CALLS!

DEVELOPING IVR APPLICATIONS FOR YOUR

UTILITY C O M P A N Y

Better Service, Increased Productivity, Cost Savings...in your utility company. With the IVT Insight IVR.

PUT THE IVOICE IVR
SYSTEM TO WORK FOR YOU:

- *Automatically handle every customer service call
- *Answer calls on the first ring, 7 days a week, 24 hours a day.
- *Speak to callers in human tone of voice.
- *Provide accurate and reliable information, up to date.
- *Resources your customer service representatives and operators for more productive work.

APPLICATIONS:

- *Temporary disconnect and reconnect
- *Customer service inquiries
- *Customer meter reading
- *Crisis communications: power-outages
- *Outdial for service reinstatement notification
- *Emergency service notification
- *After-hours service restoration
- *Service center locations
- *Customer account inquiries
- *Crew scheduling
- *Rate information
- *Advanced installation notification
- *Service outage dispatching and reporting

THE BOTTOM LINE:

- *Improved service
- *Enhanced productivity
- *Lower cost
- *Efficient information flow
- *More employee satisfaction

THE INSIGHT IVR SYSTEM GIVES COMPLETE, UP TO DATE, EFFICIENT SERVICE TO EVERYONE WHO CALLS!

DEVELOPING IVR APPLICATIONS FOR

COLLEGES &

UNIVERSITIES

Better Service, Increased Productivity, Cost Savings...for your university. With the IVT Insight IVR.

PUT THE IVOICE IVR SYSTEM TO WORK FOR YOU: *Automatically handle every call from students, faculty and staff.

- *Answer calls on the first ring, 7 days a week, 24 hours a day.
- *Speak to callers in human tone of voice
- *Provide accurate and reliable information up to date
- *Resources your admissions and registration staff for more productive work

APPLICATIONS: **REGISTRATION BY PHONE**

- *Enrollment, add/drop and prerequisite checks
- *Class availability and schedules

ADMISSIONS AND FINANCIAL AID

- *Application procedure and status
- *Scholarship and loan availability
- *Billing and account balance information

HOUSING

- *Availability
- *Confirmation

RECRUITMENT AND STUDENT SERVICES

- *Request for transcripts
- *Request for catalogs and applications
- *Advisor appointments
- *Student elections voting automation
- *Events "Bulletin Board"

THE BOTTOM LINE:

- *Improved service
- *Reduced administrative workload
- *Streamlined registration process
- *Efficient information flow
- *More student, faculty and staff satisfaction

THE INSIGHT IVR SYSTEM GIVES COMPLETE, UP TO DATE, EFFICIENT SERVICE TO EVERYONE WHO CALLS!

DEVELOPING IVR APPLICATIONS FOR YOUR

FINANCIAL

I N S T I T U T I O N

Better Service, Increased Productivity, Cost Savings...for your financial institution. With the IVT Insight IVR.

PUT THE IVOICE IVR SYSTEM TO WORK FOR YOU: *Automatically handle every call regarding account balances, checks cleared, current CD rates and branch hours.
*Answer calls on the first ring, 7 days a week, 24 hours a day.
*Speak to callers in human tone of voice
*Provide accurate and reliable information up to date
*Resources your customer service representatives for more productive work.

APPLICATIONS: *Checking and savings balances
*Credit authorization
*Transaction history or special statements
*Deposits credited and checks cleared
*Loan payoffs
*Check ordering
*Stop payments
*Interest earned or paid
*Funds transfer and bill paying
*ATM locations and branch hours
*Stock quotes
*Portfolio information and investment yields
*IRA and interest rates
*Credit card information

THE BOTTOM LINE: *Improved customer service
*Enhanced productivity
*Lower cost of service
*Customer convenience
*Reduced paper environment

THE INSIGHT IVR SYSTEM GIVES COMPLETE, UP TO DATE, EFFICIENT SERVICE TO EVERYONE WHO CALLS!

DEVELOPING IVR APPLICATIONS IN YOUR

FINANCIAL

SERVICES

C O M P A N Y

Better Service, Increased Productivity, Cost Savings...for your financial service company. With the IVT Insight IVR.

PUT THE IVOICE IVR
SYSTEM TO WORK FOR YOU:

- *Automatically handle every call
- *Answer calls on the first ring, 7 days a week, 24 hours a day.
- *Speak to callers in human tone of voice
- *Provide accurate and reliable information up to date
- *Resources your customer service representatives for more productive work.

APPLICATIONS:

- *Portfolio information
- *Account status inquiry
- *Treasury Bill interest rates
- *Money market rates
- *Stock quotations
- *Proxy information
- *Market updates
- *Employee benefits information

THE BOTTOM LINE:

- *Improved service
- *Enhanced productivity
- *Lower cost
- *Faster investor decisions
- *Efficient information flow
- *More employee satisfaction

THE INSIGHT IVR SYSTEM GIVES COMPLETE, UP TO DATE, EFFICIENT SERVICE TO EVERYONE WHO CALLS!