

iVoice

Our technology speaks for itself!

iVoice IVR

iVoice IVR places high-end call processing development at your command. This 32-bit Windows NT application generator allows you to build custom, interactive voice applications that allow callers to access information stored in databases, text files, network drives or virtually any where. With Drag and Drop facilities and unique icons that represent each command, iVoice IVR is easy to learn and use for new and expert developers. iVoice IVR has over forty built in commands that can be used alone or combined into groups to perform virtually any operation. Each command has a complete set of parameters that give you full control of the system as well as ample space for program comments.

iVoice IVR can connect to any ODBC compliant database in addition to Microsoft Access, Microsoft Excel, dBase, dBII, Sybase, Microsoft FoxPro, Paradox, Btrieve, Oracle and Microsoft SQL Server. With over twenty built in database commands including a command that allows you to write your own custom SQL commands, almost any information you have stored in a database can be made available to clients over the phone, in real time, eliminating the need for live operator assistance to check account balances, order status and other time consuming activities.

Unlike other IVR software, iVoice IVR has built-in speech recognition capabilities, allowing callers to speak their important information to the IVR rather than press keys on their telephone keypad. iVoice IVR can interact with callers in a clear, natural dialog and return information based upon what the caller says. iVoice IVR also has the ability to send faxes and email to employees or clients based upon telephone interactions between callers and the IVR system. *If your company needs a customized solution, not some out of the box software, your company needs iVoice IVR!*

Database Connectivity – iVoice IVR can connect to virtually any database and make the stored information available to callers. iVoice IVR can also retrieve information from callers and insert information into the database.

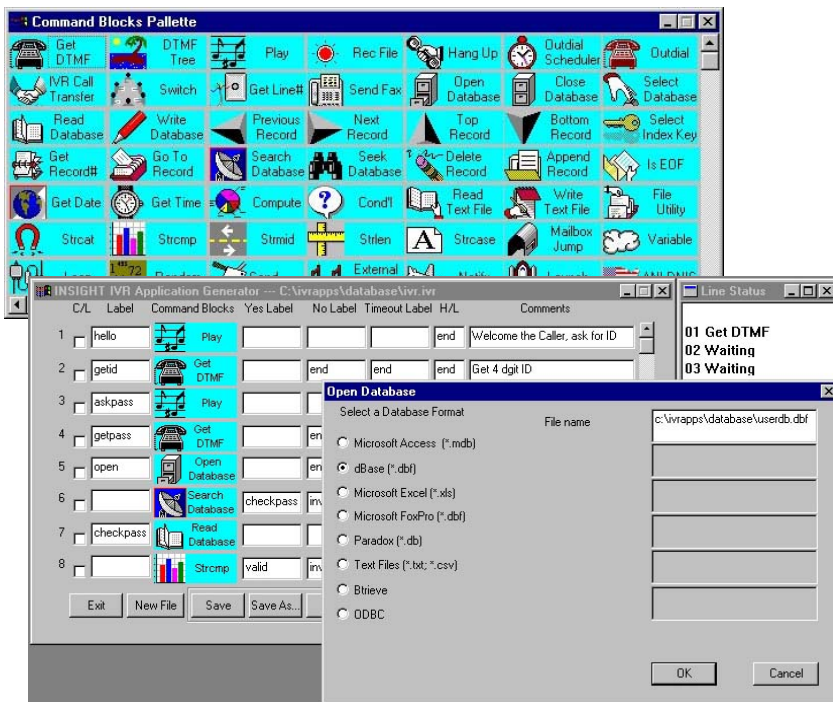
Text-to-Speech – As iVoice IVR interacts with callers, it can read information from databases or files using text-to-speech technology to play back information to callers.

Speech Recognition – Unlike other software on the market that require callers to enter information as digits, iVoice IVR can ask callers to speak their information. iVoice IVR offers a smooth, natural feel to all callers.

Internet Ready – iVoice IVR has the ability to send and receive email messages from the internet and initiate calls based on this information.

iVoice IVR Features

The iVoice IVR Application Generator from iVoice is a powerful package designed to offer all of the features of high-end, customized voice-processing systems in a simple to use, graphical user interface. Features of iVoice IVR include:



- Instant Access to virtually any database including:
 - Oracle
 - Microsoft Access
 - Microsoft FoxPro
 - Microsoft SQL Server
 - Microsoft Excel
 - dBase
 - dBII
 - Sybase
 - Paradox
 - Btrieve
 - ODBC Compliant Databases
 - OLE DB Provider Databases
- Multiple iVoice IVR Applications on one system.
- Easy to use Drag and Drop iVoice IVR Application Generator.
- Speech Recognition capabilities
- Text-to-Speech and e-mail send/receive ability for more advanced telephony applications.

Finding the Right Application Generator

iVoice IVR reflects the “Real Life” practical tools needed by most people. Our Senior level program developers have been coding custom voice processing applications for several years. The tools that took us years to learn and code are now available to you in an easy to learn, easy to use format that can produce voice-processing applications as powerful as you need.

Not Just Another Pretty Face

Have you ever had to program a database before? iVoice IVR’s graphical database connectivity will make short work of the most complex queries or operations. As you build your application, you can see the database fields displayed graphically. You choose the fields you want accessed and iVoice IVR creates all of the necessary lines of code to retrieve the information for you.

Database Integration

Many applications require a database interface with an IVR system. iVoice IVR provides emulation and links to many databases such as Microsoft Access, dBase, FoxPro, SQL Sequel Server, ODBC, Informix, Oracle, and many others. Data runs quickly and accurately between the IVR system and the database application through standard database connections. Using stored data, applications can run embedded, be created on the fly, or through import/export facilities.

Text-To-Speech *

As an option to hearing messages, playing information stored in databases or text files and prompting users based on previously entered information, iVoice IVR can effortlessly convert text messages to speech and play the speech to callers. You can use this technology to listen to e-mail messages over the phone, read product descriptions, names, addresses, news articles, and much more.

Fax Capability *

iVoice IVR provides an interface to send faxes anywhere in the world. You can retrieve information from callers, format a purchase order, and fax it to your operations department. iVoice IVR can send a fax via the Winfax or RightFax interface with no user intervention, just setup your IVR application to send a fax and let it work for you.

E-mail Capability *

With iVoice IVR connected to your internet ready LAN, an IVR application can check a mail server anywhere in the world for new messages or send new messages. You can send confirmation e-mails for order-entry systems, call clients to confirm e-mail orders and more. The iVoice IVR Application Generator allows you to control the action without having to learn a difficult language or procedure.

Speech Recognition

The iVoice Speech Recognition Engine has been embedded in iVoice IVR to allow callers to speak to the IVR application when they call the system. The speech recognition feature, combined with iVoice Text –to- Speech and database access ability allow smooth, natural conversation between the caller and the application. The iVoice Speech Recognition Engine is currently being used in various applications to process thousands of words every day. The superior accuracy of the iVoice engine is just one demonstration of iVoice’s research and development excellence.

Outdialer

This tool allows for importing a database of clients into the IVR system. The system can then dial each phone number in the database and play a message to the client. You can pre-record a message or let iVoice IVR’s text-to-speech ability read a message for you. You can use iVoice IVR to alert patients of changes in their appointments, alert families of inclement weather advisories, alert employees of special news and events, and more.

Natural Language Recognition *

In addition to understanding single words and short command, iVoice IVR can also interpret natural language commands from callers. With natural language recognition, iVoice IVR allows callers to say a complete sentence, then finds the key words in order to do what the caller says.

Multiple Applications on 1 System

iVoice IVR allows you to setup multiple IVR applications on one iVoice IVR system. Different applications can be setup to run on each incoming telephone line or in different groups of lines allowing your company to fulfill all of your needs with a single system. iVoice has over twenty five pre-built applications available for cable companies, health care companies, help desks and more. If iVoice does not have an application pre-built to suit your needs, a custom application can be created specifically for you.

System Specifications

Number of ports: 4–256

Number of applications per system: unlimited

Hours of message capacity: unlimited

Telephone Connection: RJ-11, RJ-14, DID, T1, E1

Optional Features: Tape backup, LAN Remote Admin, UPS–Battery Backup Unit

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