



Lintel Voice Menus-IVRS

▶ **INTRODUCTION OF IVRS**

Businesses today require the ability to interact with their customers effectively. They require a reliable and flexible way to assist their customers without tying up their valuable resources. LVM is built on proven technology that provides a cost-effective, scalable, feature-rich, and robust solution to meet the business demands of today and tomorrow.

▶ **CUSTOMIZED CALL FLOW & SEAMLESS INTEGRATION**

With LVM, users can easily create their own dynamic call flows based on their individual requirements. Data can be extracted from a database or external application and played over the phone using Text to Speech. The call flow direction can be set based on the data values. From the time the caller dials an IVRS phone number, the prompts and caller interaction are defined by the LVM application.

LVM seamlessly integrates with Centrex, PBXs and Central Office switches. It allows your company to function the way it normally would while improving call handling performance. LVM immediately handles all calls automatically, without delaying assistance to clients, allowing suppliers to check inventories and busy executives to check messages.

▶ **SUPPORTS INTERNATIONAL NETWORKS**

The LVM platform supports ISDN T1 and E1, E&M, SS7 and R2MF signaling and can integrate with almost every telephone network in the world. Our inbound & outbound solutions have been deployed with so many customers across the globe and handle hundreds of calls per day.

▶ **SERVICE BASED SOLUTION**

LVM offers a service-based solution for organizations that do not want to purchase the solution or keep the solution at their own site. With this service, LVM will provide dedicated server hosting facility along with phone lines and remote access to the system via the Internet.

▶ **TURNKEY PRODUCT**

Lintel offers LVM as a turnkey product or as a service. For security reasons, many government and private organizations choose to purchase the system as a turnkey product. Our installation team will build the system, ship it to your location and one of our skilled technicians will be available to do an onsite installation anywhere in the world.

▶ **WEB BASED REPORTING**

Generate Hourly, Daily, Monthly or Yearly Graphs on calls with one click. Generate summary reports/invoices to send to customers and management. View detailed summaries & invoices for each DID.

▶ **UNLIMITED NUMBER OF CALL FLOWS**

LVM allows you to create an unlimited number of call flows. LVM scripts can be triggered based on the Access Number or mailbox number dialed. Even if your system only has Single E1/T1/J1 lines, you can still have thousands of IVR applications.

▶ **TEXT TO SPEECH**

Eliminates the need to record prompts High Quality, Professional sounding voice. Simply type any text into a field and LVM will speak the text to the caller. Allows you to update prompts seamlessly.

▶ **CALL TRANSFERRING**

LVM allows you to transfer caller with a blind transfer (unconditionally) or with a supervised transfer (monitor call status before transferring). LVM also supports call patching, whereby multiple callers can be connected together into the same conversation.

▶ **DATABASE INTEGRATION**

LVM provides interaction with many databases such as Oracle, SQL, MySQL, Postgresql, Text files and ODBC.

▶ **READ/WRITE TEXT FILE**

LVM allows you to read and write to both text and CSV files. The read feature allows you to dynamically read any information from a text file into your application. The write feature can be used to keep a call log or an event log of caller activity.

▶ **VOICE MESSAGING**

LVM Provides voice messaging capabilities. Callers can create, retrieve and review messages. Each message is individually Dated, Time stamped and kept in the order they were received. There is no limit to how long a message can be and as soon as the message is left, it can be accessed.

▶ **FAX TO EMAIL**

LVM can receive and send faxes. When LVM receives a fax it can deliver it to any specified E-mail address.

▶ **OUTDIAL CAPABILITY**

LVM allows you to dynamically call out to customers & clients. Based on the status of the call, whether busy, no answer, connect, answering machine, fax machine or operator intercept, LVM allows you the power to decide what action to perform.

▶ **VOICE TO EMAIL**

LVM can capture a voice message and deliver it to any specified E-mail address.

▶ **LVM BUSINESS BENEFITS**

Lower cost per call/per transaction by decreasing the Number of calls routed to and handled by a live customer service agent Repurchase and Revenue Opportunity. An intuitive LVM design increases the likelihood and propensity of customer repurchase Convenience. Quick, easy answers to customer problems increase the likelihood of customer satisfaction and loyalty.

Improved customer service enabling users to input their own information and reducing potential mistakes, 24/7 availability, Full automated = reduced costs, Frees up existing Company staff to concentrate on more complex matters. Out of the box solution with little on-site resources required.

LVM Applications

▶ **TELECOMMUNICATIONS**

- General Information • Account Information
- Number Change Notification • Bill Collection
- Complaint Booking • Call Routing
- Subscribe Value added Services

▶ **HEALTH CARE**

- Automated Prescription Filling • Patient Reminders
- Off Hours Auto Attendant • Bill Collection

▶ **BANKING**

- Bank Information • Tele Banking
- Card Enablement • Call Routing to Call Center

▶ **TRAVEL AND LODGING**

- Hotel Booking • Special/ Deals
- Hotel Locator

▶ **RETAIL STORES**

- Store Information • Dealer/ Store Locator
- Appointment Confirmation
- Special Discounts

▶ **EDUCATION**

- Parent Information • Student Information
- Notification • Complain & Suggestion

▶ **GOVERNMENT**

- Community Awareness • Emergency Notification
- Government Department Call Routing

▶ **CALL CENTERS**

- Customers Satisfaction Surveys • Employee Screening
- Call Center Automated IVR Functionalities • Skill Based Routing

▶ **AUTOMOTIVE**

- Dealer Information • Service Information • Service Reminder
- Use Car Listings

▶ **HUMAN RESOURCES**

- Employee Screening & Recruiting
- Employee Time Clock • Benefits

▶ **CONSUMER PRODUCTS**

- Product Registration • Product Orders
- Recall Information • Shipment Status
- Parking • Bill Collection • Community Alerts

▶ **TRAFFIC & PARKING VIOLATIONS**

- Ticket Payments • Violation Information
- Notification

▶ **TRANSPORTATION**

- Schedule Information • Bookings

▶ **CUSTOMER SERVICE**

- General Information • Reminders
- Order Processing • Payment Processing
- Customer Survey