

CCasrIVR

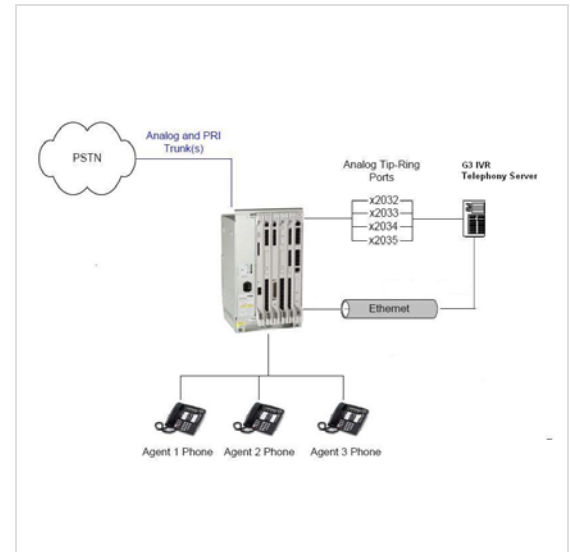
► Overview

CCasrIVR (Call Center Automated Speech Recognition System) is an efficient self-service software solution that allows foundation and management of completely automated phone services with no human operator.

CCasrIVR is powered by Nuance or LumenVox recognition engines.

► Key Features

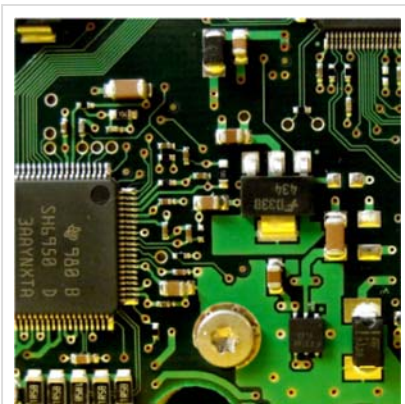
- Integrate with any PBX/ IP-PBX/ Communication System that offers traditional analog extensions
- Easily incorporate with the infrastructure already in-place
- Vocal access through numbers and words
 - Speaker and accent independent
 - Support for multiple languages
 - Accuracy in noisy environments
- Recognition grammars
 - Numeric and Alphanumeric
 - Digits
 - Boolean
 - Citizen ID/Social Security
 - Credit card
 - Currency
 - Time and Date
 - Phone number
 - Post Code/ZIP Code



Benefits

- Enhance Call Center productivity
- Increase customer satisfaction by no more boring touchtone driven menus
- High flexibility by easy to use voice-activated interfaces
- Provide Customer with dynamic and personalized interaction
- Focus and improve Customer service levels

System Requirements



- KX-TDA 30, 50, 100, 200 and 600 PBXs with Firmware Versions 2.0080 and up, KX-TDE 100 and 200 PBXs with Firmware Versions 1.0 and 2.0, KX-NCP 500 and 1000 IP-PBXs, USB or TCP/IP connection to CCServer Host
- P4 3 GHz, 2 GB RAM, 50 GB HDD, USB or TCP/IP (using the CTI Link Card) connection of the Polty's IVR Server Host to the Panasonic KX-TDA/TDE PBX Dialogic host board D120JCT LS
- Microsoft Windows 2000 Professional (Service Pack 4 or later), Microsoft Windows 2000 Server (Service Pack 4), Microsoft Windows XP Professional (Service Pack 1 or later), Microsoft Win2003 Server (Service Pack 1 and Service Pack 2) Domain Controller and Workgroup