

MigrYS IVR

MigrYS IVR is the MigrYS IS interactive voice response service. It allows direct access to a world of database information through a regular telephone line. Customers are given access to available information and services without having to speak to a live agent. IVR prompts callers to input data, via the touchtone keypad, looks up the information in one or several databases and provides the requested information through voice messages. IVR allows companies to provide 24-hour-a-day, 7-day-a-week customer service while simultaneously reducing costs associated with additional manpower.

Connectivity

The MigrYS IVR connects to almost any PBX in either analog or digital form. Voice integration hardware is available for standard analog PSTN networks, T1/E1 digital networks, SMDI, Voice over IP and others. Digital connection to a PBX via digital terminal emulator provides message waiting indicator capability, CLID and DNIS recognition.

The MigrYS IVR works on standard network environments providing the ability to run in *load balanced* or *redundant mode* and is designed to run on the most widely used operating systems in the world, guaranteeing quick access to technical resources as well as support options. The MigrYS IVR may be used on a regular or industrial type PC running Windows XP or 2003 Server with the most basic requirements, while larger installations may require industrial type computers (also running Windows XP or 2003 Server). The MigrYS IVR supports TAPI as well as PIM and other client side technologies for additional integration.

Database support

The MigrYS IVR database integration employs industry standard interfaces such as ADO, OLE, DB, ODBC and Microsoft Access Engine providing the ability to connect to virtually any type of database.

IVR within the Industry

Banks and financial institutions: Inquire about account balance 24/7; payment of bills; loan applications.

Movie theatres: Purchase tickets; inquire about movie schedules; theatre location.

Insurance companies: Verify coverage; request insurance quotations. Property, casualty and life policy inquiries

Telecom companies: Verify credit balance; subscribe to new services; request product information; line connection/disconnection.

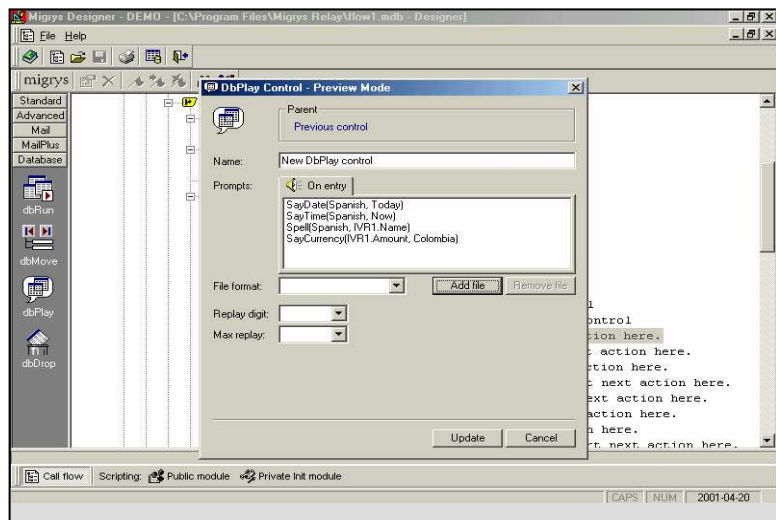
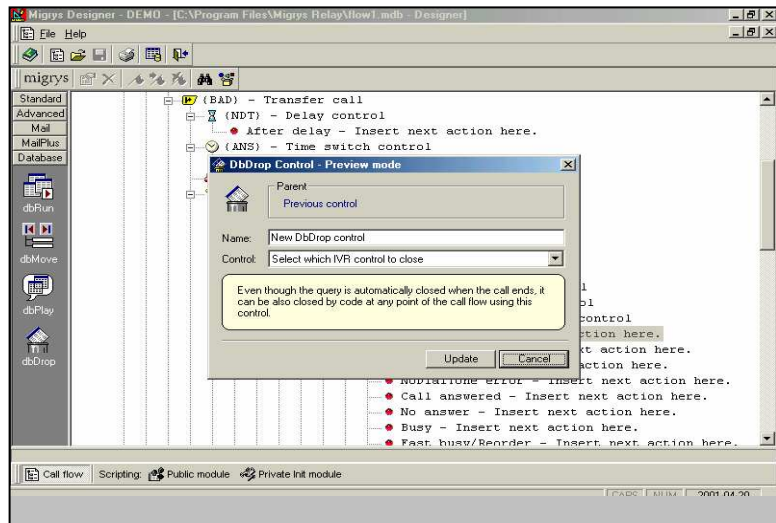
Cable companies: Subscribe to new channels; inquire about service availability per area; last payment received.

Government: Request status of tax returns; inquire about government office locations; emergency notification.

Distributors: Accept purchase orders; inquire about delivery dates and shipment status; credit card information.

Technology Corporations: System or software upgrade information; inventory status; technical support; billing inquiries.

Hospitals: Confirm doctor appointments; track a patient's medication adherence; check for lab test results and much more.

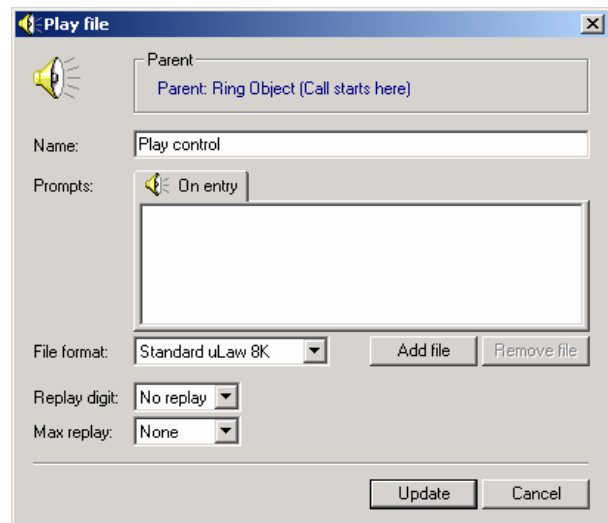
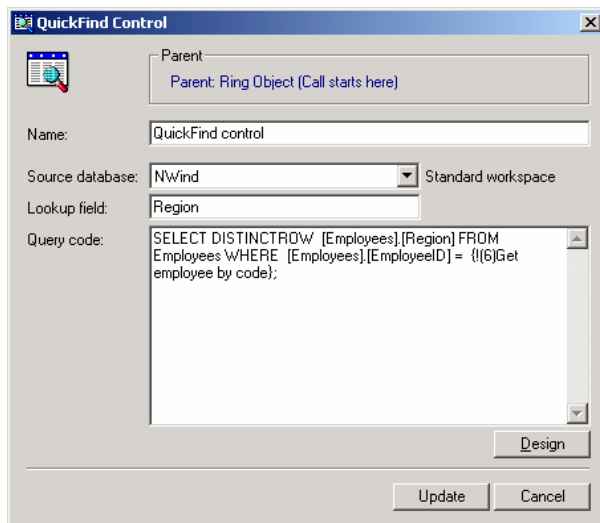
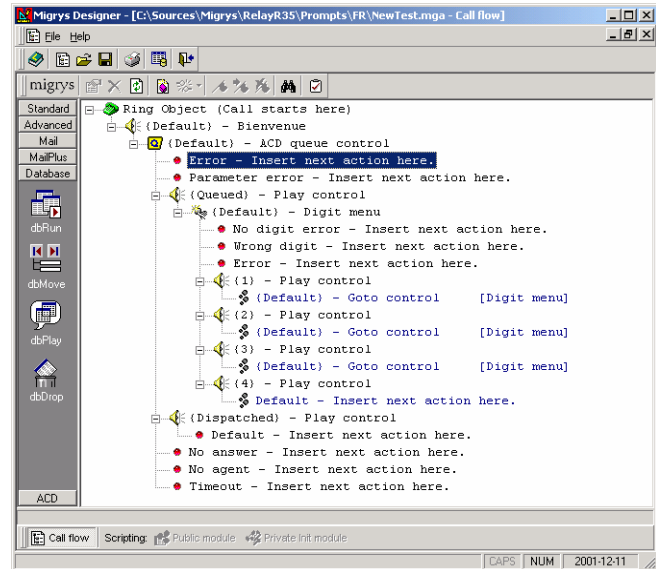


Simple Design Environment

Several call-flow designers available on the market use propriety coding and require a skilled programmer. The MigrYS IVR has been designed with a total user-friendly approach. The MigrYS IVR uses the same hierarchy concept as found in Windows Explorer. Understanding that one action happens only as a result of an event, the hierarchy method becomes intuitive. The call flow is designed by selecting an object corresponding to the desired function then configuring the object's properties with the desired behavior.

Advanced Features

The Advanced Feature module enables users to increase the complexity level of call management. It also manages links between the information contained in several databases such as CLID and DNIS without the help of an IVR module. These functions are usually considered as advanced CTI features. Some examples (as seen below) include the Play and Quickfind Controls. The Play control allows for playback of a group of files, while the QuickFind control adds simple database search capability to a voice application.



Features

- ODBC OLE integration
- ANI support
- Networking capability
- Remote management
- Internet connectivity
- Real-time information retrieval
- Port Usage reports
- Classes of service
- Open architecture
- Intelligent routing based on DNIS and caller ID
- PIM and CRM integration
- Password protection
- Monitoring and security features
- Call management reporting
- Powerful GUI environment with limited VB Script support