



# AUTOMATED APPLICATIONS

## Application Offerings:

### CallCapture

- Call recording and Monitoring software with a real-time remote listening capabilities
- Advanced filtering capabilities, with archiving, burning and emailing functions

**Key Verticals:** Medical, Legal, Call Centers, Insurance and any small business looking to increase customer service and protect themselves legally

### Appointment Reminder

- Web based appointment reminder application
- Custom batch import process that can be used in tandem with a web user interface for ad-hoc appointment updates
- Administrative functions for configuring appointment reminders (displayed phone number, number of days in advance and time of day the calls are made, etc)
- Real-time web reporting (calls delivered, appointments accepted, appointments cancelled, etc)
- Utilizes Text-to-Speech and/or voice recordings for custom introductory message

**Key Verticals:** Medical, Legal or any another appointment based business

### Lab Results

- Web and Telephony based lab result call out application
- Custom batch import process that can be used in tandem with a web user interface for ad-hoc result updates
- Provides outbound calling with the option to speak to the office directly to make an appointment
- Administrative functions for configuring appointment reminders (displayed phone number, number of days in advance and time of day the calls are made, etc)
- Utilizes Text-to-Speech and/or voice recordings for custom introductory messages

**Key Vertical:** Medical

### Advance Messaging

- Web based reminder application to generate business from existing or past clients by reminding them it may be time to come in again
- Custom batch import process that can be used in tandem with a web user interface for ad-hoc reminder updates
- Administrative functions for configuring appointment reminders (displayed phone number, number of days in advance and time of day the calls are made, etc)
- Real-time web reporting (calls delivered, appointments requested, calls transferred to the office, etc)
- Utilizes Text-to-Speech and/or voice recordings for custom messages

**Key Verticals:** Medical or any another client driven appointment or non appointment based business



# AUTOMATED APPLICATIONS

## Dictation

- Telephony and web based dictation environment
- Call in phone access for continuous dictation with pause, stop and append options
- Web interface for storage and review of dictated files
- Automatic ftp file transfer to transcription service of your choice

**Key verticals:** Medical, Legal, Insurance

## Employee Absentee Notification System

- IVR that handles employee absences 24/7 with an optional live call center component for employees unable to navigate through the automated application (unaware of employee ID, etc)
- Ability to update existing absences on the IVR or through the call center
- Sends an email and transfers to the call to the supervisor listed on call. Call is referenced against a database to determine (based on time of day, employee, department, etc) who should be notified
- Detailed web reporting for review of absences (weekly, monthly, by employee and reason specific) to determine trends

**Key Verticals:** Medical, Government/Municipalities and any organization with various departments and more than 1000 employees

## Personnel Replacement

- Plug in for Employee Absentee Notification System to update absences in a database, replace and call employees to cover an open shift
- Personnel look up against a database for customized criteria (union, qualifications, seniority, proximity, etc)
- Sends an email and transfers to the call to the supervisor listed on call (Referenced against a database to determine, based on time of day, employee, department, etc, who should be notified)
- Recording capabilities to deliver a message to the accepted replacement and managers for review
- Generates reports that can be referenced against and used to update vacation schedules, sick leave and payroll time sheets

**Key Verticals:** Medical, Government, Education and any company that requires an employee to be present at all times

## Worker Safety

- IVR that calls remote workers to ensure safety
- Requires a unique secure touch tone password to ensure employee authentication
- Customized escalation process if the employee does not answer the call, or the password is deemed incorrect
- Recording of employee details and site information for use in escalation process

**Key Verticals:** Transportation, Health Care, Government, Construction, Oil and Gas and any organization with remote workers



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## TeleFlow RegisterMe

- Provides registration processes via phone and web page on a first come, first serve basis
- Telephone registrations are recorded for playback and transcription using a client user interface
- Exported reports with millisecond time stamps for accuracy
- Enhanced programming to alleviate duplicate registration requests

**Key Verticals:** Education, Recreation

## AirportRelay

- Automated IVR provides travelers up-to-date flight information and handles most general airport inquiries
- Provides real time access to airport announcements and travel warnings
- Touch tone and Multilingual Speech Recognition prompting

**Key Verticals:** Transportation and Government Organizations

## TeleFlow Toolkit Application Development Suite

- Windows based self documenting flowchart application development toolkit
- Develop applications without knowing coding languages like C++, Delphi, VMXL
- Supports advanced application capabilities such as NeoSpeech Text-To-Speech and LumenVox Speech Recognition
- Simulator for testing against VoIP/SIP, HMP, Dialogic boards, Ai-Logix Boards, NMS boards
- Supports VoIP, HMP, SIP, PSTN, E1, T1, ISDN, ODBC, XML and PHP protocols

**Key Verticals:** Telephony consulting companies, Telephony Application Developers or any company with an in house IT developer

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