

Voice Connect

Next Generation Phone Banking

 **TechUnified**
In sync with IT



"Increased customer satisfaction" is the reason cited most often by companies for deploying speech technologies.

- SpeechWorks 2003 Survey

Industry surveys show that customers prefer speech automation for its speed, convenience, accessibility and ease of use. No buttons to press. No confusing menu mazes.

"Press one for checking, press two for savings...." no longer provides the automation or level of customer service consumers expect.

"Voice Connect" Next Generation Phone Banking offers banking customers a convenient way to access information and effectively complete routine calls utilizing speech. Customers calling into the system can identify themselves by punching the T-Pins on their telephone set. After identification, they can just speak and access their account, and request other services without having to traverse a complex menu. This ensures that your capable agents interact with your customers on the more complex calls. Voice Connect can not only automate your calls, it will increase customers usage rates and drive down costs while differentiating customer service from competitors.



Voice Connect allows you to quickly speech enable Financial Services

- Stock Quotations and Portfolio Management
- Account Management
- Bill Payment
- Credit Card Management
- Mortgage Management
- Cash Management
- Benefits and pension plan administration



Voice Connect

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- Reduces Live Agent Load
- Reduced TCO
- ROI in less than 6 months
- Increase Customer Delight
- Enhanced Security
- Adaptive Intelligence
- Technologically superior
- Open Architecture Platform
- Easy Integration/Upgrades

Competitively Priced

Some examples of Voice Connect Applications

- Account Information
- Stock Quotes
- Retrieve recent transaction information on deposit accounts, checks paid, debits and credits
- Place stop payment orders
- Obtain payoff amounts for mortgage and consumer loans
- ATM/Branch Locator
- Lost or Stolen Credit Card
- Funds Transfer
- Request Account Statement by Fax / Email / Post
- Order Cheque Book

Voice Connect is an advanced platform that allows you to Connect, Develop, Run, Manage and Report on your converged voice and data applications. The Framework is a modular and highly scalable design which integrates open industry standards.

Technical Features of Voice Connect

- Voice Recognition
- VoIP
- VXML (Voice Extensible Markup Language)
- SALT (Speech Application Language Tags)
- HMP (Host Media Protocol)
- Multilingual (Arabic, English, Hindi, French, German and many more)
- Offers "Transfer-to-Operator" from any menu in the system
- Instant scalability with HMP
- Fully compatible with Software Media Servers
- Unified Communications with full integration of Email, Fax, Phone and SMS
- Includes advanced features such as Call Recording, Voice Mail and Predictive Dialing
- Web-based Administration

Voice Connect

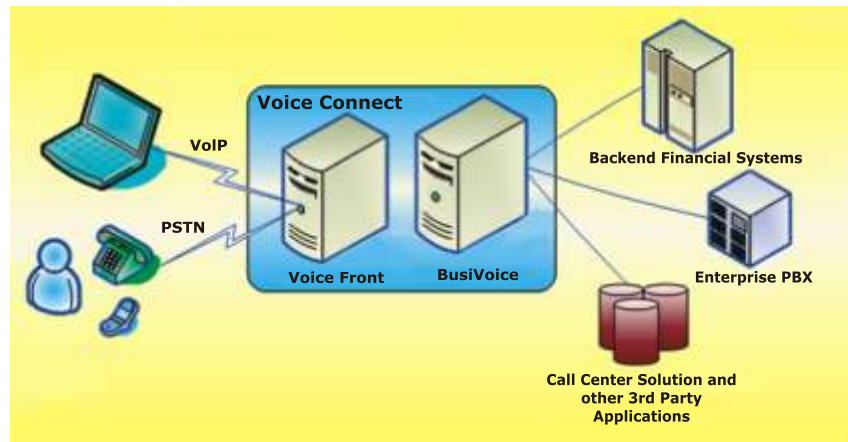


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“Speech is not just the future of Windows, but the future of computing itself”

- Bill Gates, Microsoft Corporation



Voice Connect provides interfaces to integrate with most of the common IVR platforms like Avaya, Nortel, Altitude, Genesys and many more

Interfacing Details with Financial Systems

- HTTP, Secure Sockets, SOAP/XML, RMI or Direct API call based interfaces
- Custom integration with other 3rd party systems
- Built-in adapters for File System, JMS Based Message Queues, Mail services
- Supports Middleware like webMethods, TIBCO
- Integrated with Temenos T24 and can be integrated with diversified banking systems like Flexcube, Finacle, FNS, Cards 400, Vision and many more

Application Management

- Web-based Secure Administration Interface
- Group Management and Automated calling for Marketing and CRM
- Service and User Access control

Reports and Statistics

- Call Logs
- Transaction and Segment wise summary of calls
- HTML paged preview and printing of reports
- Export of data to PDF, Excel and CSV

Scalability and High Availability

- HMP technology enables software based expansion of Voice Ports
- Scalability from less than ten concurrent calls to thousand concurrent calls
- Cluster Support