



Advanced Voice Response Solutions for the iSeries/i5

- You are charged with providing improved service while controlling costs.
- You need a solution that people will use... without a lot of training or support.
- You need to show fast return on technical investments.
- You need an easy-to-implement, simple-to-maintain solution.
- **YOU NEED iVoice™ IVR**

IVR is one of those ideal products that not only saves time, but at the same time improves productivity and customer satisfaction, if implemented effectively.

(Source: Frost & Sullivan, U.S. IVR Systems Market Report, 2002)



What is iVoice?

iVoice IVR (Interactive Voice Response) is a system that allows any individual using a telephone to communicate and share data with a computer. This is accomplished through an "interactive telephone conversation" between iVoice and the caller. With iVoice, organizations use the capabilities of the ubiquitous telephone to dramatically improve service to customers, employees and vendors – basically, anyone having the need to access authorized data via telephone.

While iVoice will improve caller satisfaction considerably, the more substantial benefits are realized by off-loading your staff from having to answer or place the mundane, repetitive calls that are better served by automation. In other words, after deployment of iVoice, your staff can refocus on added-value and revenue-generating activities rather than simple time-consuming calls.

When looking for IVR for the iSeries/i5, you need look no further than iVoice™, part of the iNspire Call Center Suite™ from iMessaging Systems, Inc. Benefiting from iMessaging's many years of telephony and iSeries/i5 experience, iVoice brings the ultimate in technological design, rock-solid reliability, advanced-functionality and price performance.

What sets iVoice apart?

iVoice IVR has been designed specifically for IBM's iSeries/i5 to take advantage of the iSeries/i5's native and inherent advantages. Our unique voice application development methodology gives the clear advantage to iVoice for ease-of-development and system performance. We call this design point the iVoice Host-Controlled Advantage!

Simply stated, the iVoice Host-Controlled Advantage gives iSeries/i5 developers the power to create voice response applications using native iSeries/i5 environments and programming languages. Our iSeries/i5-centric design makes the transition from traditional application coding to voice response programming natural and uncomplicated. With iVoice, iMessaging brings to you the power of Host-Controlled programming and much more!

Whether it's 2:00 a.m. or 2:00 p.m., iVoice will be there to service your callers, making your business a virtual 24/7 operation.

iVoice is a component of the iNspire Call Center Suite™ – The iNspire Call Center Suite leverages the power, flexibility and reliability of the iSeries/i5 to deliver cost-effective telephone self-service and call center solutions that are entirely managed and controlled from the iSeries/i5.





Design Services

iMessaging's programming staff provides everything from training and systems design to complete deployment services for your call center and automated self-service requirements. With extensive experience in iSeries/i5 and telephony application design, our team is ready to help you get up and running quickly and efficiently.

Corporate Background

iMessaging Systems strives to be the leading provider of automated customer service solutions to the IBM iSeries/i5 market. Quality, support, value and the effective use of leading technology are the cornerstones of our approach. iMessaging provides a complete range of services, including installation, training and aftermarket support to ensure trouble-free operations.



Other iVoice Advanced Features

Inbound and Outbound Support: iVoice provides support for both inbound calls and automated outbound dialing. Outbound dialing includes the capability to automatically place calls and begin interactive "conversations" with the called party.

Scalability: From our entry-level systems to as many concurrent lines as your applications and callers require, including support for analog and digital environments.

Security: iVoice employs iSeries/i5 security capabilities to ensure that only authorized callers access to your data.

Enhanced Reliability Configurations: RAID Level 1 support is standard on all iVoice systems and iVoice supports redundant configurations and our exclusive ARSTO (Automatic Redundant System Take Over) capability.

Rapid Application Development (RAD) Tools: The iVoice API toolkit for the iSeries/i5 is simple, yet extremely powerful. Another tool, the iVoice Line Driver Simulator, allows iSeries/i5 developers to create and verify voice application program logic on an iSeries/i5 terminal to aid with debugging and reduce overall development time.

Text-to-Speech: This feature enables textual phrases and data from the iSeries/i5 to be 'spoken' to callers through computer-generated speech. Text-to-Speech is particularly useful when pre-recorded speech is impractical for your application.

Automatic Speech Recognition: Callers may "speak" voice commands, rather than using the touch-tone keypad, making their interaction more natural and conversational.

Monitoring and Statistical Reporting: iVoice provides several vehicles to track system activity, including the Call Log Report and Line Status Monitor. At the controller level, the Line Status Display offers an at-a-glance visual representation of the activity on each iVoice line.

Simple Connectivity: iVoice connects to the iSeries/i5 through TCP/IP and our native sockets interface.

Digital Recording Tools: These tools allow your organization to create professional quality digital recordings. All components are supplied for the recording process.

CallerID / ANI / DNIS: iVoice has the ability to collect CallerID, Automatic Number Identification, and Dialed Number Identification Services, if available from your phone provider and your PBX system. This data assists iVoice in identifying and servicing your callers more efficiently by knowing who is calling or what number the caller is trying to reach.

And Much More...

System Requirements

iVoice systems have been designed exclusively for IBM's iSeries/i5 platform on OS/400 V4R5 or higher. The iSeries/i5 must have a network card and have TCP/IP configured.

iVoice is delivered as a complete system including:

- iVoice for iSeries/i5 API Toolkit, programmer tools and management programs.
- iVoice telephony controller, pre-configured and pre-loaded with iVoice controller software, recording utilities, and remote support.
- Integrated headset and microphone, as well as, premium soundcard for professional quality recordings.
- Surge protection for all electrical and telephone components.
- INTEL Dialogic® voice boards supporting telephony services.



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