

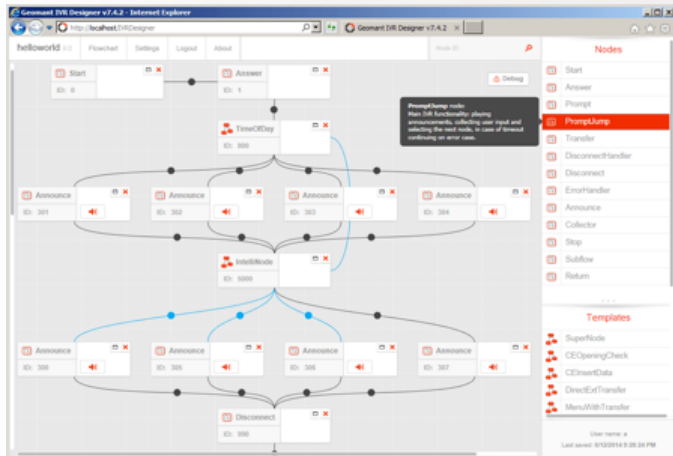
Geomant IVR for Microsoft Lync/Skype for Business

Self-service for the Microsoft Unified Communications

Available as an on-premise solution, or as a cloud service, Geomant's IVR can be used to front calls, identify callers, route calls and provide full self-service functionality. IVR for Lync allows the creation, deployment and management of customized self-service applications using the Microsoft Unified Communications platform, Lync.

Interactive Voice Response (IVR) or self-service telephony is an incredibly cost-effective and customer-focused technology, which allows callers to dial-in and interact with an organization in an automated environment. Applications range from simple call routing ('Press 1 for Sales, 2 for Support') to full secure transactional self-service and database interrogation, as often used by financial organizations.

Geomant's IVR for Lync is most commonly deployed with Geomant's contact center solution, Contact Expert. However, IVR for Lync can be used stand-alone or together with Lync's Response Group feature. It can also be provided as a cloud-service, connecting with customers' Lync environments through Lync Federation.



Key Benefits

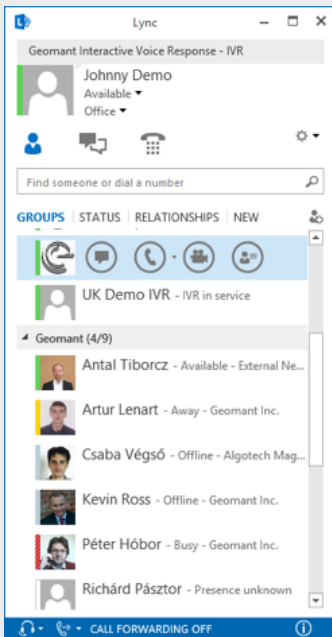
- Extends Lync voice with self-managed IVR
- Highly cost-effective customer service platform
- Intuitive 'drag and drop' web based designer tool for rapid script creation and maintenance
- Text To Speech or recorded announcements
- Integrated with Geomant's Contact Center solution, Contact Expert, for end-to-end customer service
- Scalable and extendible
- Simple and rapid to deploy, on-premise or in the cloud
- Closely integrated with, and designed for, Microsoft's Lync enterprise voice telephony platform
- Rich graphical designer interface for the creation of IVR self-service scripts - new IVR scripts can be created within minutes
- Supports simple scripts and complex, multi-level scripts

 **IVRforLync**  **Lync**

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Self-service for Microsoft Unified Communications



About QUOVIM C3

Complete business, consulting and best-in-class contact center software solutions that optimize client interactions.

Quovim C3 provides Cross-Channel & Unified Communications solutions to organizations looking to optimize their contact center operations.

With numerous CIC implementations, Quovim C3 is a trusted Interactive Intelligence contact center partner that delivers exceptional customer experiences.

More than Contact Center Software and Expert Consulting, Quovim C3 is about enriching the Customer Experience.

Key Benefits

- Multiple node types supported, including announcements, option selection, digit collection and call transfer
- Recorded prompts and announcements can be uploaded and activated
- Text-to-speech prompts and announcements can be simply created and amended, using Microsoft's speech server, with multiple language and accents available
- Both DTMF ('Press 1') and voice recognition ('Say "Sales"') interactions can be deployed
- Secure, permissions based administration
- Debug tool enables scripts to be tested for completeness
- New versions of a script can be fully-tested by nominated callers before being activated
- Reusable components can be designed, and included in multiple scripts, and in multiple branches of a single script
- Can be deployed on-premise or as a cloud solution
- Highly scalable
- Integration supported through web services
- Can be used to create emergency announcements, with simple, secure invocation
- Version management - multiple versions of each script can be maintained
- Outbound facility (when deployed with Contact Expert) - load in campaign file and automatically invoke outbound IVR calls

IVR for Lync - Pre-Built Modules

- Identification & Verification (ID&V) - can be deployed using internal databases, business applications or Active Directory
- Credit and debit card payments
- Customer callback
- Customer Survey