

Voize – An Interactive Voice Machine



Voize

Voize is an intelligent IVR appliance which allows you to build custom interactive voice application tree. This interactive voice application tree allows callers to access information stored in databases and text files and if required also update it accordingly. The appliance can take various call routing actions depending upon the information retrieved from these databases or text files. The appliance is remotely configurable from any where across the world using the web administration tool which comes incorporated with the appliance.

Voize IVR is easy to learn and use for any kind of business requirements. **Voize** IVR also supports features like Voice mail for each extension with a maximum capacity of 199 messages , it also takes care of features like music on hold and call logging (Call Recording) for any of the extensions. It has the state of the art technology for text to speech conversion supporting multiple languages.

Voize has a very powerful auto dialer to dial outside numbers from a standard file and play the respective messages to the person called.

The **Voize** IVR is a powerfully packaged box offering all the features of a high-end, customized voice processing systems with a simple to use graphical user interface.



F E A T U R E S

- IVR Programming Wizard for Fast IVR Development.
- Web Based Configuration and Administration.
- Multiple IVR Scripts
- IVR Play Message and Prompt
- Interactive Voice Response Phone Key Input
- Play Music On Hold
- Call Outside Line and Transfer IVR Call
- Call Outside Line and Prompt for Input
- Connect Caller to Outside party
- Instant Access to virtually any database including: Oracle, Microsoft Access, Microsoft FoxPro, Microsoft SQL Server, Microsoft Excel, dBase, , ODBC Compliant Databases, OLE DB Provider Databases.
- Multiple Voize IVR Applications on one system
- Record IVR Caller Message and Store
- User Navigation and Selection
- IVR Voice Mail
- Route Caller to Selected IVR Agent Groups
- IVR Text To Speech Software (TTS)
- Mix IVR Messages and Text
- IVR Response and Logging Reports
- Record Greetings and IVR Scripts
- Use Do Not Disturb to lead callers to your mailbox.
- Advanced IVR: Design your own menus up to N levels
- Supports IVR on SIP, TDM, E1, T1, ISDN etc.
- Supports a law, U law as well as GSM Codecs
- Call Recording for all the incoming and outgoing calls through IVR.



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Database Connectivity

Voize IVR can connect to virtually any database and make the stored information available to callers. Voize IVR can also retrieve information from callers and insert information into the database. Data runs quickly and accurately between the IVR system and the database application through standard database connections. Using stored data, applications can run embedded, be created on the fly, or through import/export facilities.

Text-to-Speech

As Voize IVR interacts with callers, it can read information from databases or files and use text-to-speech technology to play back information to callers. As an option to hearing messages, playing information stored in databases or text files and prompting users based on previously entered information, Voize IVR can effortlessly convert text messages to speech and play the speech to callers. You can use this technology to listed to e-mail messages over the phone, read product descriptions, names, addresses, news articles, and much more. It has multilingual support for text to speech.

Call Logger

The IVR can record all the calls logged in the system and helps monitor call center & service center activities. The system also can record two party conferences.

Voice-Mail

The system is ready with voice mail in which caller can put their messages to the respective extension and the callee can retrieve the messages remotely. The system generates automatic mails to the callee and the caller can see the message files in web or by dialing to an access number. A maximum of 199 messages are stored in each mail box.

Auto dialer

This tool allows for importing a database of clients into the IVR system. The System can then dial each phone number in the database and play a message to the client. You can pre-record a message or let its Text-to-speech ability read a message for you. You can use Voize IVR to alert patients of changes in their appointments, alert car owners for the due servicing, alert families of inclement weather advisories, alert employees of special news and events, and more.

IP factor

The system supports voice over IP platforms like SIP, H 323 apart from traditional TDM, E 1 / ISDN platform. It also can be integrated with any IP PBX with addition to most legacy PBXes.

Multiple Applications on 1 System

Voize allows you to setup multiple IVR applications on one Voize IVR system. Different applications can be setup to run on each incoming telephone line or in different groups of lines allowing your company to fulfill all of your needs with a single system. Voize does have application pre-built to suit your needs, if a custom application is to be created then we can do specifically for you.



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Ordering Information:

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