



***astTECS – IVR Solution**

IVR (Interactive Voice Response) is a technology that automates interactions with telephone callers. Enterprises are increasingly turning to IVR to reduce the cost of common sales, service, collections, inquiry and support calls to and from their company.

Historically, IVR solutions have used pre-recorded voice prompts and menus to present information and options to callers, and touch-tone telephone keypad entry to gather responses. Modern IVR solutions also enable input and responses to be gathered via spoken words with voice recognition.

***astTECS IVR - Feature list:**

General Features:

- Custom greetings support.
- Multiple language voice prompts.
- Custom music on hold (MOH).
- Managing voice mail via phone or WEB interface.
- T1, ISDN, Analog, and SIP/VOIP support
- Multiple codec support (G711 alaw, ulaw, g729, gsm)
- Queues
- Built-in conferencing solution
- Hosted IVR solution
- Flexibility: You also have the flexibility to create up to Up to 9 levels and sub-levels.





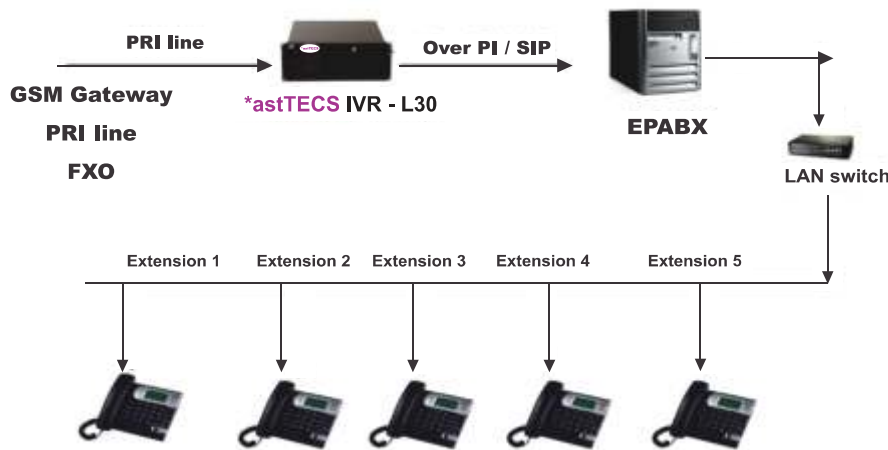
Advanced Features:

- **ODBC database access.**
- **Voice logger:** Complete call recording capabilities
- **Web Based Reporting:** CDR Report for IVR
- **Unlimited Number of Call Flows:** IVR allows you to create an unlimited number of call flows. IVR Scripts can be triggered based on the Access Number (DID). So, if you had 50 Access Numbers (DID), each could trigger a different call flow.
- **Text to Speech:** High-quality, Professional Sounding Voice.
- **Touch Tone Detection (DTMF):** The most common method through which *astTECS communicates with a customer is through Touch .Customers can choose from a list of selections, enter account numbers, enter their security code, all through the numeric keypad on their phones. IVR allows you to specify the number of digits to expect and the maximum amount of time to wait in between digits to make the call flow as seamless as

possible.

- **Database Interaction:** Many IVR applications require database interactivity. IVR provides interaction with multiple databases. IVR can perform all the standard Database actions such as Reading, Writing, and Querying.
- **Voice Messaging:** *astTECS IVR provides voice messaging capabilities whereby callers can access the IVR system, leave messages, retrieve messages, and review messages. Each message is individually dated and time stamped and kept in the order they were received.
- **Call Transferring:** *astTECS IVR allows you to transfer callers dynamically to other telephone lines.
- **Voice to Email:** *astTECS IVR can take a voice message and deliver it to any specified email address.

ARCHITECTURE : *astTECS IVR with Existing EPABX



About *astTECS

*astTECS is a telecom centric enterprise headquartered in Bengaluru (Bangalore), with a vision to revolutionize the Global PBX market with ASTERISK which is considered to be the "Future of Telephony."



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