

HOW TO MAINTAIN COMPETITIVE ADVANTAGE AND IMPROVE YOUR CALL CENTRE EFFICIENCY

The Vocalis Voice Driven Utility Solution

enables you to offer instant information, reducing call hold times, improving call centre productivity and motivating staff

Reduce your Operating Costs

The cost efficient Vocalis Utility Solution enables you to automate routine call centre tasks, allowing your staff to focus on real sales queries and complex enquiries.

Using the voice driven solution callers are able to request information, such as pricing plans or breakdown and maintenance cover, reducing call hold times and cutting abandonment rates.

Differentiate Your Customer Service

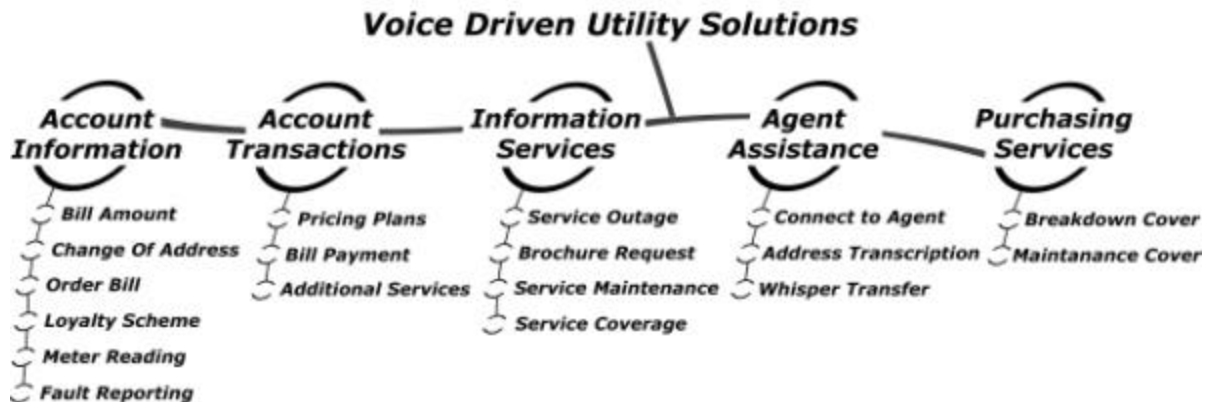
The Vocalis Solution allows customers to easily find the information they require - whenever they need it.

This avoids tedious menu structures and long hold times, improving overall satisfaction.

Cost Efficient Solutions

Vocalis offer reliable and flexible solutions.

These solutions are tailored to your organisations' needs. The result is a service optimised for your business, which provides a truly cost efficient solution with a target payback period that can be less than nine months.



Modular Solutions

The above diagram shows how Vocalis voice solutions can work to suit your business requirements. You can choose from packages and individual modules to ensure the solution meets your exact business needs, both now and in the future. Simply select the modules that suit your business and customer needs, to deploy a service that will exceed your customers' expectations.

Tried and Tested

Vocalis solutions integrate easily with existing industry standard infrastructure and are designed to handle millions of calls annually. Our Professional Consultancy team work with you to ensure implementation is undistruptive to you, and to your customers. This is all backed by our leading edge speech recognition technology, experienced development team and track record of successful deployments.

Further Information

Visit www.vocalis.com, email enquiries@vocalis.com or call +44(0)1223 846177 and ask to speak to a member of our sales team.

Vocalis, Chaston House, Mill Court, Great Shelford, Cambridge CB2 5LD, UK Tel: +44 (0)1223 846177 Fax: +44 (0)1223 846178

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