

VOICE INTERACTION

IMPROVE CUSTOMER SATISFACTION, REDUCE AGENT COST

PROPOSITION SUMMARY

VOICE INTERACTION AUTOMATICALLY RESOLVES ENQUIRIES, TO IMPROVE YOUR CALLER INTERACTION EXPERIENCE AND REDUCE AGENT COSTS

WHY CHOOSE VOICE INTERACTION?

- **AUTOMATION OF SPECIFIC AGENT FUNCTIONS REDUCES TALK TIME AND ASSOCIATED COST**
- **SPEECH RECOGNITION AND TOUCH TONE CAPABILITY CAN BE DESIGNED TO PROVIDE THE BEST CALLER EXPERIENCE**
- **HOSTED AND RESILIENT PLATFORMS MEAN NO CAPITAL INVESTMENT REQUIRED, AND NO MAINTENANCE ISSUES**
- **SEAMLESSLY INTEGRATES WITH CABLE&WIRELESS WORLDWIDE'S SERVICES SUCH AS IP CONTACT CENTRE**

HOW OUR VOICE INTERACTION WORKS

Voice Interaction (formally called NIVR) lets you manage your caller enquiries more easily, by automating all or part of their call. Customers can 'serve themselves' on the phone, just as they do with your web portal, with our world-class design experts ensuring the caller experience is simple and efficient. You can choose between touch-tone or speech recognition to quickly direct your callers, while conveying your company's personality and brand.

Our network-hosted platform provides a flexible and scalable solution, with low start-up costs and the ability to pay as you grow. There's no need to invest in or maintain any equipment. You'll have access to network reports on your Voice Interaction application's performance and can make changes to the set-up yourself.

Automating your agent activities using our Voice Interaction solution can significantly reduce agent talk time and offer substantial operating costs savings.

KEY FEATURES AND BENEFITS

Voice Interaction brings you valuable business benefits, affordably:

- Provide callers with efficient automated self-service over the phone.
- Divert low value calls away from your agents and handle call peaks without the need for extra staff or equipment.
- Use touch tone or speech recognition menus expertly designed with your company's brand in mind.
- Speech recognition provides more menu choices and improves the caller's experience.
- Text to speech and voice forms for recording customer information are available.
- Hosted scalable solution, so no capital or maintenance investment.
- Integrate into your own databases via our secure Data Gateway.
- Extensive, configurable online reporting and control interface.
- Steer calls to the right agent for efficient first time call resolution.
- Pay as you go: only pay for what you use.

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SUPPORT

- **Helpdesk:** our helpdesk operates a full 24 hour service, seven days a week.
- **Dependable delivery:** hosted on Cable&Wireless Worldwide's highly resilient; we take care of upgrading and maintaining all equipment, and proactive monitoring.
- **Easy to use:** our expert design consultancy is ready to help you.
- **Online reporting:** extensive online call reporting lets you check your Voice Interaction application's performance. CallMaster reports show calls successfully connected, and which menus and options the caller has chosen.
- **Adaptable:** choose from pre-defined or custom templates using either touch tone or speech recognition. Make changes easily online or by speaking to our helpdesk.

VOICE INTERACTION PRICING STRUCTURE

Per Port Monthly Rental Charges

OR

Pence per Minute Charge for time in Voice Interaction

One-off Charges for moves and changes to application

Installation and Monthly Rental Charges for Data Gateway connectivity

Professional Service Charges for design and development

PRODUCT EVOLUTION/ROADMAP

We're expanding our service creation tools to improve the way we design complex applications and continually enhance our reporting capability. The Voice Interaction' solution based on our Network IVR platform forms a core part of our next generation IP Contact Centre architecture, where self-service applications will play an increasing role.

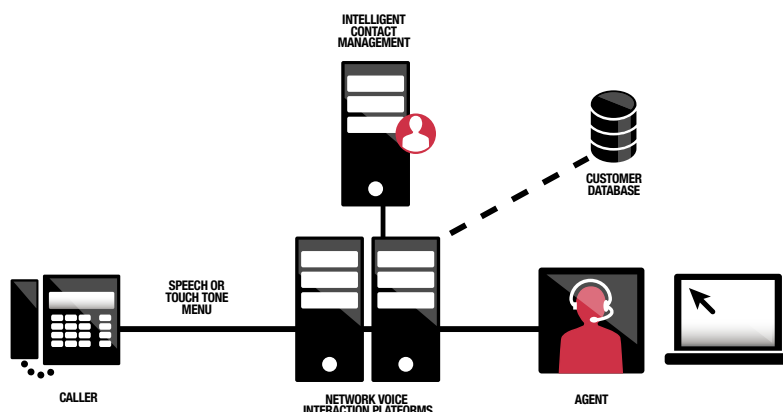
WHAT THE INDUSTRY EXPERTS SAY

“The second digital decade will be more focused on connecting people, and will feature progress in training machines to react as people do, with natural user-interfaces responsive to speech and touch.”

BILL GATES, JAN 9TH 2008

HOW VOICE INTERACTION WORKS

Callers are routed to an automated menu where the Network Voice Interaction solution determines the best outcome for the call.



To see why Voice Interaction means easier, better call handling with more customer satisfaction, please contact us:

CALL: 0800 092 5825

EMAIL: cwsalesenquiries@cw.com

Cable&Wireless
Worldwide