

## INTRODUCTION

Businesses today require the ability to interact with their customers effectively. They require a reliable and flexible way to assist their customers without tying up their valuable resources. Insight IVR is built on proven technology that provides a cost-effective, scalable, feature-rich, and robust solution to meet the business demands of today and tomorrow.

## CUSTOMIZED CALL FLOWS

With PEC's Insight IVR, users can easily create their own dynamic call flows based on their individual requirements. Data can be extracted from a database or external application and played over the phone using Text to Speech. The call flow direction can be set based on the data values. From the time the caller dials an IVR phone number, the prompts and caller interaction are defined by the IVR application.

## SEAMLESS INTEGRATION

Insight IVR seamlessly integrates with Centrex, PBXs and Central Office switches. It allows your company to function the way it normally would while improving call handling performance. Insight immediately handles all calls automatically, without delaying assistance to clients, allowing suppliers to check inventories and busy executives to check messages.

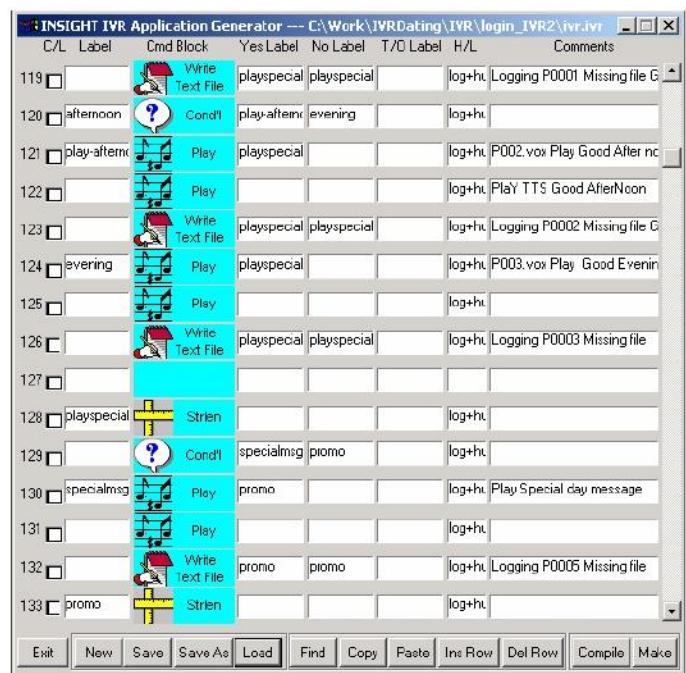


## SUPPORTS INTERNATIONAL NETWORKS

The Insight IVR platform supports ISDN T1 and E1, E&M, SS7 and R2MF signaling and can integrate with almost every telephone network in the world. Our inbound & outbound solutions have been deployed in over 70 countries in 6 continents around the world and handle hundreds of millions of calls per day. Service bureaus, government organizations, and companies around the globe have chosen PEC for its 20+ years of knowledge and experience with international network integration.

## NOT JUST ANOTHER PRETTY FACE

The Insight IVR application toolkit will make short work of the most complex queries or operations. Insight provides icons which can be dragged and dropped to quickly build your call flow. With Insight IVR, you can play voice files, record messages, receive touch tone digits, access a database, make a call, or compute data. Whatever application you want to develop, Insight IVR can make it possible.



## TURNKEY PRODUCT

PEC offers Insight IVR as a turnkey product or as a service. For security reasons, many government and military organizations choose to purchase the system as a turnkey product. Our installation team will build the system, ship it to your location and one of our skilled technicians will be available to do an onsite installation anywhere in the world.

## SERVICE-BASED SOLUTION

PEC offers a service-based solution for organizations that do not want to purchase the solution or keep the solution at their own site. With this service, PEC will provide dedicated server hosting at its facility in New York City along with phone lines and remote access to the system via the Internet.

# InsightIVRHighlights

## BUILT ON YEARS OF EXPERIENCE

Insight IVR reflects the real-life, practical tools required by companies today. PEC's team of developers has been developing and improving Insight IVR for over 20 years .

## WEB BASED REPORTING

- Generate Hourly, Daily, Monthly or Yearly Graphs on calls with one click.
- Generate summary reports/invoices to send to customers and management
- View detailed summaries & invoices for each DID

## UNLIMITED NUMBER OF CALL FLOWS

- Insight IVR allows you to create an unlimited number of call flows.
- Insight IVR scripts can be triggered based on the Access Number or mailbox number dialed.
- Even if your system only has 24 lines you can still have thousands of IVR applications

## TEXT TO SPEECH

- Eliminates the need to record prompts
- High Quality, Professional sounding voice
- Simply type any text into a field and Insight IVR will speak the text to the caller.
- Allows you to update prompts seamlessly

## CALL TRANSFERRING

- Insight IVR allows you to transfer callers with a blind transfer (unconditionally) or with a supervised transfer (monitor call status before transferring).
- Insight also supports call patching, whereby multiple callers can be connected together into the same conversation.

## DATABASE INTEGRATION

- Insight provides interaction with many databases such as Oracle, SQL, MySQL, Sybase, Access, dbase, FoxPro, Informix, text files and ODBC.

## VOICE MESSAGING

- Insight IVR provides voice messaging capabilities. Callers can create, retrieve and review messages.
- Each message is individually dated, time stamped and kept in the order they were received.
- There is no limit to how long a message can be and as soon as the message is left, it can be accessed.

## VOICE TO EMAIL

- Insight IVR can capture a voice message and deliver it to any specified e -mail address.

## FAX TO EMAIL

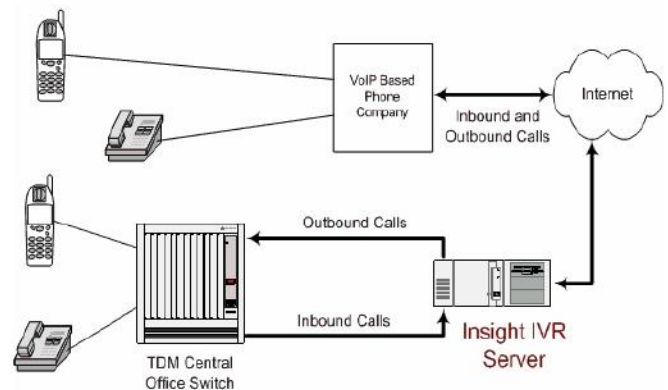
- Insight IVR can receive and send faxes. When Insight receives a fax it can deliver it to any specified e -mail address

## OUTDIAL CAPABILITY

- Insight IVR allows you to dynamically call out to customers & clients.
- Based on the status of the call, whether busy, no answer, connect, answering machine, fax machine or operator intercept, Insight allows you the power to decide what action to perform.

## READ/WRITE TEXT FILE

- Insight IVR allows you to read and write to both text and CSV files. The read feature allows you to dynamically read any information from a text file into your application.
- The write feature can be used to keep a call log or an event log of caller activity.



## CONTACT INFORMATION



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# Insight IVR APPLICATIONS

## TELECOMMUNICATIONS

- **General Information** - Provide information about services, rates and specials offered
- **Account Information** - Provide information about customer account including balance due, minutes used
- **Number Change Notification** - Notify callers that a phone number has been changed, and play the new number to the caller
- **Bill Collection** - Remind customers of late payments due, and provide automated payment service
- **Complaint Booking** - Allow customers to file a service or billing complaint to log it in your records
- **Call Routing** - Route incoming phone calls to the proper person or department

## HEALTHCARE

- **Automated Prescription Filling** - Allows pharmacies to provide automated prescription filling services for patients
- **Patient Reminders** - Remind patients of upcoming appointments or to take their medications on time
- **Off Hours Auto Attendant** - Provide emergency information for patients off when the office is closed.
- **Bill Collection** - Remind patients of late payments due, and provide automated payment services



## BANKING

- **Bank Information** - Provide information to customers including hours, services provided and locations, etc
- **TeleBanking** - Allow customers to securely access their account details, transfer funds, etc
- **Card Enablement** - Allow customers to enable their bank, check, credit cards securely and automated
- **Call Routing** - Route calls to the correct person or department within a bank or office



## CALL CENTERS

- **Customer Satisfaction Surveys** - Survey customers for to assess customer satisfaction scores
- **Employee Screening** - Perform initial candidate interviews for job screening
- **Call Center Automated IVR Functionalities** - Provide automated account / company information to callers to reduce calls to live agents.
- **Call Center Routing** - Route calls to the proper call center agents based on customer requirements

## AUTOMOTIVE

- **Dealer Information** - Provider dealership hours, pricing and other information
- **Service Information** - Provide current status of car to vehicle owners to know if the vehicle is ready or not
- **Service Reminder** - Call out to customers and let them know that their vehicles are due for service
- **Use Car Listings** - Provide a phone listing of all used cars available in inventory



## HUMAN RESOURCES

- **Employee Screening & Recruiting** - Perform initial candidate interviews for job screening
- **Benefits** - Provide automated benefit information
- **Employee Time Clock** - For employees working at a client site, allow them to clock in and out via telephone.

## CONSUMER PRODUCTS

- **Product Registration** - Provide automated product registration services to consumers
- **Product Orders** - Allow regular customer to place new orders or refill orders directly through the phone
- **Recall Information** - Provide information to consumers about product recalls
- **Shipment Status** - Allow customers to access live shipping status and information

## TRAVEL AND LODGING

- **Hotel Booking** - Allow callers to book their hotel reservations through the phone
- **Special/Deals** - Let callers know about special travel promotions and services
- **Hotel Locator** - For any hotel chain, provide the nearest hotel information based on the state or zip code



## RETAIL STORES

- **Dealer/Store Locator** - Retail store chains can provide the nearest store information based on the phone number or zip code of the caller
- **Store Information** - Provide store hours, department routing and direction information
- **Specials/Discounts** - Provide information of specials and discounts in the store
- **Appointment Confirmation** - Allow customers to confirm upcoming appointments

## EDUCATION

- **Parent Information** - Provide information on Upcoming Events, Child's Homework, Leave messages for teachers, Student Grades, Test Schedules etc
- **Student Information** - Provide information on upcoming events, Homework info, School Closings, etc
- **Surveying** - Provide survey's on the quality of the teachers, cafeteria, bus service, etc
- **Notification** - Notify Parents for Child Absentees, School Closings, upcoming events
- **Libraries** - Call to notify people about overdue books and applicable fines



## CITY / COUNTY GOVERNMENT

- **Community Awareness** - Provide inbound / outbound services to inform the community about upcoming events, functions, changes to the laws, etc
- **Emergency Notification** - Call residents to inform them about an emergency (Tornado, Hurricane, Storms, etc)
- **Services Provided** - Provide Callers with information on what services the township offers
- **Department Routing** - Route callers to the proper department within the municipality offices

- **Parking** - Allow callers to pay for meter parking through their mobile phone
- **Bill Collection** - Remind residents of late tax payments due and provide automated payment service
- **Community Alerts** - Call out to residents and notify them of community threats and alerts

## TRAFFIC AND PARKING VIOLATIONS

- **Ticket Payments** - Allow violators to pay traffic and parking tickets over the phone
- **Violation Information** - Allow violators to access detailed information regarding their violation
- **Notification** - Notify local community of suspicious individuals or community alerts



## TRANSPORTATION

- **Schedule Information** - Provide up to date information train and bus schedule information through the phone
- **Bookings** - Allow customers to book travel tickets through the phone

## CUSTOMER SERVICE

- **General Information** - Provide general information to customers including hours of operations, mailing address, driving directions, employee directory, services, etc.
- **Reminders** - Remind customers of appointments, late bills, upcoming events, or fund raising efforts
- **Order Processing** - Allow customers to place orders through the telephone with the use of product IDs
- **Payment Processing** - Allow customers to pay bills and make payment through the telephone with a credit card or checking account
- **Customer Survey** - Survey your existing customers to provide better customer service

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