



The Time Virtual Attendant...

YOUR Automated Speech-enabled Call Answering Solution

- **Are your customers tired of . . .**
Dialing Extensions or dialing by last name by pushing numbers on the telephone keypad
- **Are you tired of ...**
Frustrated Customers & Escalating Service Costs?
- **THE ANSWER ...**
Time Virtual Attendant ... *YOUR Automated Speech-enabled call answering solution*

**For more information, please call Time iCR at
(613) 798-1500 or 1-800-668-3343 & JUST SAY "TVA SALES"**

Project a professional image to your customers by ordering the Bilingual Time Virtual Attendant (TVA)

- ✓ Easy transfers to an individual by speaking the name, extension or department
- ✓ Accurate and consistent master Data Base of over 100,000 names
- ✓ Tuned for bilingual service (Canadian French & English)
- ✓ No human intervention: free employees for more productive tasks
- ✓ Reduced operational costs and increased customer satisfaction
- ✓ Easy to use and natural for users
- ✓ Increased business hours: 24/7
- ✓ Advanced speech recognition managed calls from environments with noisy backgrounds (i.e. mobile phones or calling from a restaurant)
- ✓ No training required

This service is:

- ✓ A **no capital "pay as you go" service**, allowing your company to invest money in other revenue generating opportunities and free your internal resources to focus on your core business.
- ✓ Time Virtual Attendant is also designed to service multiple locations (branches) and telephone numbers (local & toll free) to the same customer for small to large companies.

Time iCR makes it simple to achieve a competitive advantage by offering practical solutions to you and your customers.



TIME VIRTUAL ATTENDANT FEATURES

- ♦ **Multiple-Sites/Locations**
The TVA is designed to service multiple locations (branches) for the same client using a single directory.
- ♦ **Multiple-Numbers by Location**
The TVA is designed to support multiple telephone numbers for the same location (i.e. a local number and a toll free number).
- ♦ **Revert to Operator**
With multi-site service (i.e. offices in different cities) callers can contact different locations (i.e. using a 1-800 or local telephone number) and be routed to the appropriate location. If a name or department name cannot be found, callers are reverted back to the appropriate operator and location based on the number that was initially dialed.
- ♦ **Common Directory for Multi-Sites**
While contact names are associated with a site/location for routing purposes, the Attendant service shares a common directory, thus allowing a person calling a local number to be routed to another location (branch) seamlessly.
- ♦ **Multi Language**
The TVA service has a bilingual option that supports English and Canadian French. The caller or subscriber can select their language of choice.
- ♦ **After Hours Routing**
The TVA has been designed to allow companies to play alternate greetings for after hours and holiday callers.
- ♦ **Speech Override**
The TVA service can support traditional call routing for callers preferring to use touch-tone.
- ♦ **Web Administration**
A Web interface conveniently allows system administrators to manage the corporate directory.
- ♦ **Barge In**
Callers familiar with the Attendant service can speak over prompts for quicker service.
- ♦ **Nick Names**
Common nicknames recorded in the Attendant allow "Douglas" to be recognized as "Doug". Specific nicknames can be defined and assigned.
- ♦ **Import Directory**
To facilitate populating the database, the Attendant service can import an existing corporate directory from any database capable of exporting data.

- ♦ **Confidence**
The Attendant service supports 3 different levels of confidence to ensure that callers are transferred to the correct party with minimal delay.
- ♦ **Disambiguation**
The Attendant can manage multiple instances of names in a corporate directory by asking for clarification - requesting the caller identify a person (i.e. Bill Smith in sales or Bill Smith in accounting).
- ♦ **Customer Self-administration**
The TVA server can be accessed in-house by customers to update and maintain their corporate directories and privileges.
- ♦ **Noise**
The Attendant delivers high recognition accuracy for every call regardless of background noise, accents, mispronounced words or similar-sounding names.
- ♦ **Ongoing NEW Name Tuning**
As a standard feature Time iCR will tune and update the dictionaries used for name pronunciations. When a name cannot be recognized, it is immediately stored into the Attendant to improve future recognition rates.
- ♦ **Front End Call Integration**
Designed for call centres; this service allows the Attendant to qualify a caller by gathering specific information and passing the data through the call distribution system. Based on the information gathered the call is routed to the most appropriate agent. (Note: special pricing applies based on call volume).
- ♦ **Call Management**
Designed for call centres; this service eliminates the need for a caller to repeat same information over and over again. (Note: special pricing applies based on call volume).
- ♦ **Alarm Monitoring**
When unusual situation is detected the Attendant service automatically sends an alarm to the Time iCR system administrator.
- ♦ **RLT Support**
The Attendant supports Release Link Trunk preventing the system from using two channels when transferring calls, thus saving the client additional Telco charges.
- ♦ **Web-enabled Real Time Reports**
Administrators can measure call completion rates and detailed record by called number.

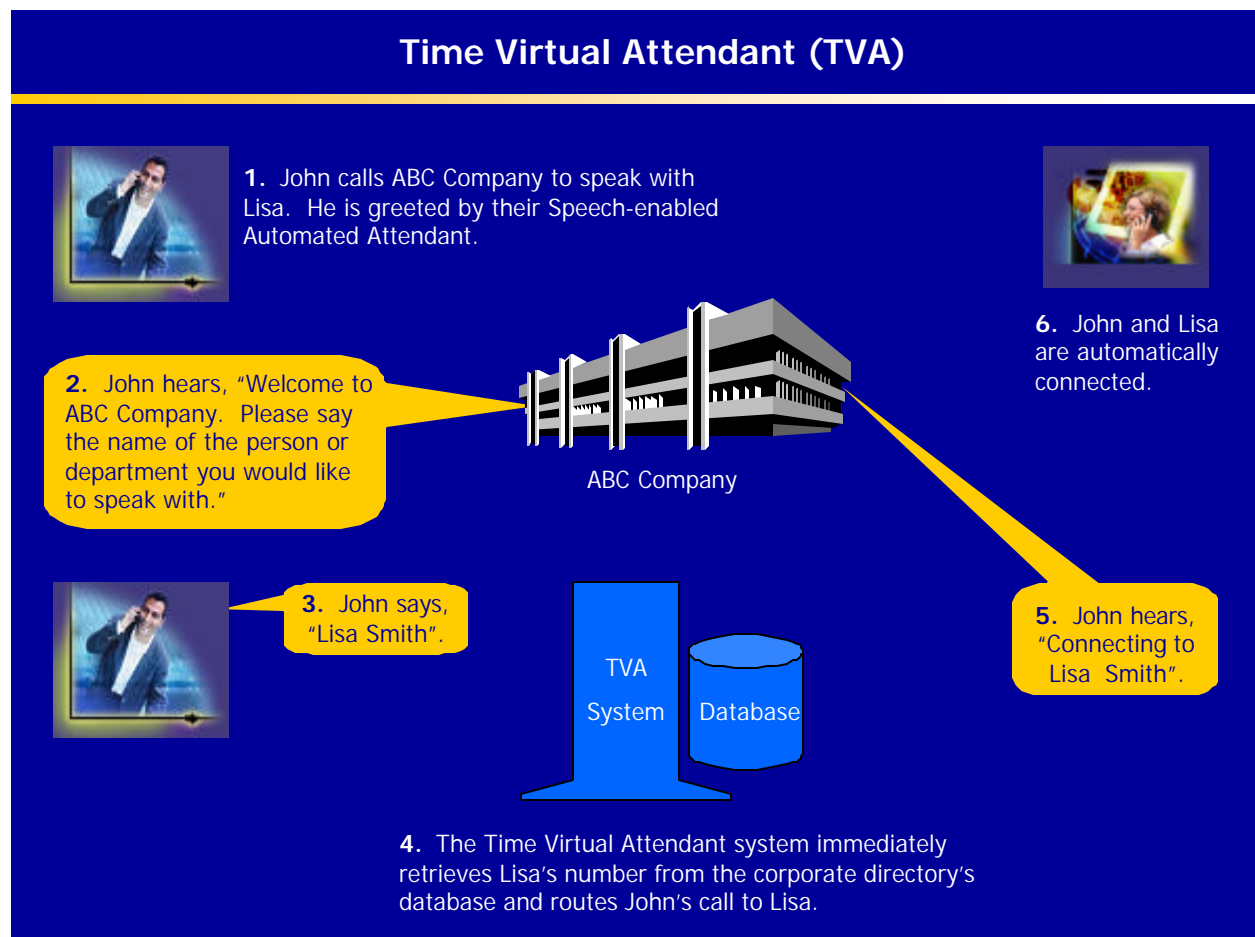
The Time Virtual Attendant offers Simple, Hassle Free Implementation

The Attendant application is fully managed on Time iCR's highly scalable and flexible platforms and is hosted at one of our "carrier class" call processing data centres.

These applications and the platform that run them have become so complex and powerful that merely maintaining them demands an exceptional amount of time and money. When businesses attempt to integrate these technologies, applications and services, they often find they lack the expertise to succeed. The result? Missed business opportunities, degraded services and dissatisfied customers.

Time iCR makes it simple to achieve a competitive advantage by offering practical solutions for businesses that do not have the budget, time, staff and expertise to run an advanced call processing system in-house. In addition, Time iCR clients benefit from industry leading Service Level Agreements (SLA) and flexible billing options.

Time Virtual Attendant – How a Call Answering Solution Works



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