



e-IVR™ Enterprise

for Definity, MultiVantage, and Communication Manager

e-IVR Enterprise™ is an Enterprise Class IVR and Voice Mail/Unified Messaging CRM Self-Service bundle for the Avaya Definity, MultiVantage, and Communication Manager PBX platforms. This powerful suite features several IVR and Enhanced Call Center applications, VoiceMail, and a Unified Messaging platform for fax, voicemail, and email unification. It also serves as the foundation on which to add even more applications for Call Centers and Customer Self-Service.

Various off-the-shelf Vertical Market applications are available for Industry Specific Solutions and, as always with e-IVR, Custom Modifications and “from the ground up” Development are offered.

Today’s Customers are looking for convenience and self-service. Today’s Business is looking for cost-effective ways of growing the “bottom-line” without growing overhead.

The e-IVR™ Enterprise suite provides the answer to both.

e-IVR Enterprise™ Includes:

- **VoiceMail & Virtual Messenger™ (Unified Messaging)** – Voice, Fax and e-mail Message Unification, including a Web-based messaging portal for remote retrieval
- **Auto Attendant** – for switchboard assistance...9,999 auto attendant capacity
- **Audio Bulletin Board** – recorded information delivery...9,999 bulletin capacity
- **Fax-On-Demand (Voice and Web)** – customer initiated...automatically fax brochures, applications, and other printed materials
- **Form Filler (Voice and Web)** – voice and Web survey/information gathering
- **Data Locator** – voice and Web data look-up and read-back
- **CTI Screen Pop Ready** – compatible with ACT!®, Goldmine® and Microsoft Outlook®...custom integration to other CRM databases
- **Automated Speech Recognition (ASR) Ready** – optional Speech Recognition
- **ASAI** – built in drivers for call monitoring and routing
- **Estimated Wait Time** – announces position in queue and wait time
- **Dynamic Announcements** – delivers announcements to callers in queue
- **10-Page Template Web Site** – template Web site can be customer designed with customer’s logos and information
- **CallMeBackNow!™** - connects Web users to company staff with a caller initiated, automated outcall
- **Line Side T1** – Avaya Definity Drivers
- **Additional “Off The Shelf” Industry Specific Add-On Applications** available, as well as **Custom Application Development** by CII Professional Services

Avaya
COMPLIANT
TESTED



DeveloperConnection
Program

“Combining the power of IVR and the Web to provide a dynamic CRM solution!”

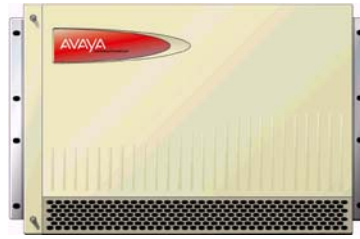
IVR – Self-Service

- Auto Attendant
- Audio Bulletin Board
- Form Filler
- Data Look-Up (Locator)
- Fax Services



Unified Messaging

- Fax, Email and VoiceMail Unification
- Web-based messaging portal for remote retrieval
- Plug-Ins for Microsoft Outlook (2000/2003)



Web – Self-Service

- CallMeBackNow!™
- FaxMeBackNow!™
- Web Forms
- Web Data Look-Up (Locator)



CTI Screen Pop Ready

- Microsoft Outlook Integration (2000/2003)
- Goldmine Integration
- ACT! 6.0.2 Integration



Benefits of e-IVR™ Enterprise Self-Service

Interactive Voice Response technology provides a **telephony interface to data, documents, Web content, multimedia and your customers**. e-IVR™ Enterprise offers phone and Web enabled customer support and sales, gathers customer demographics and survey data, provides information and services, and much more, all 24/7, as well as:

- Provides **cost effective, 24/7 Self-Service** to your customers
- Reduces operating expenses
- Improves call routing accuracy
- Automates contact center workflows and processes
- Streamlines call handling and service inquiries
- Reduces the need to add customer support staff for peak hours
- Decreases wait times
- Improves customer experience and service levels
- Automates redundant processes
- Eliminates the need for agents to answer repetitive questions/requests
- Automates online services
- Reduces errors in data capture/input



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ISV/IHV INNOVATOR

AVAYA

DeveloperConnection
Program