



TELESOFT

IVR RANGE OF PRODUCT



PIVR - Interactive Voice Response

- Supports PBX/Non-PBX environments
- Provides intense Database Integration
- Facilitates adding Customized Actions and Events
- Call flows based on Proprietary Scripting Platform
- Works across multiple hardware platforms

PVM - Voice Mail

- Compatible with all VM Integration enabled switches
- Forwards Voice Message as Email Attachment
- Mail Box Status Reminders
- Offers intuitive walk through mailbox
- Offers efficient system of mail box maintenance



P2A - Auto Attendant

- Customized Welcome Message
- Customized Handling during different time slabs of a day
- Directory Playback
- Routing Flexibilities
- Generates Call Events at different phases of a call



PCB - Conference Bridge



- Meet-Me Conference
- Scheduled Outbound
- Blended, Inbound and Outbound
- Supervisor Control over phone
- Conference Recording

PFS - Fax Server



- Inbound and Outbound Faxes
- Server-Client Architecture
- Client to Forward Faxes
- Forwarding inward faxes as email attachments
- GroupWise and Destination wise Utilization

PFBM - Feedback Mechanism



- Offers integration with CRM
- Collects Call Completion Status from CRM
- Call Inward Callers for their feedback
- Plays series of prompts and collect callers input
- Post collected feedback to CRM

PMCR - Missed Call Revert



- Captures Missed Calls
- Provides list of missed calls to available agents
- Agent selects the number to approach caller
- Busy or unanswered calls are routed again in Queue
- Maintains the log of all activity



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