

# Vocalinx IVR Server

## **Features**

Vocalinx IVR Server is packed with the most sought-after features including: full multi-channel functionality, feature-rich graphical user interface, answering rules that give administrators extreme flexibility over call centre timings, and many more.

- **Easy-to-use GUI:** The completely integrated GUI provides a true Windows look-and-feel. All the user needs to do is 'point and click' in order to access all of the functions of the IVR Server, allowing easy administration.
- **Visual Monitoring:** Visual display of Channel Activity, Menu Activity and Primary Disk Usage allows the administrator to instantly check the complete system status.
- **Automated Information Retrieval:** Simple touch tone menus that will allow one to retrieve directions, contact information, store hours, special promotions, and more.
- **Interactive Voice Response with Content from Databases:** Integrates with your databases and delivers retrieved information back to the caller. For example, a caller might request their order status by entering their order number via touch-tone.
- **Selective IVR Timings:** Administrators can select working times on a channel-by-channel basis to provide complete answering flexibility. A provision of two time ranges, in addition to continuous working allows greater control over IVR functioning
- **Password-Protection:** Vocalinx IVR Server is secure against unauthorised access. No user is allowed access to any Server screens except the channel activity screen unless they have logged in to the system.

- **Conditional branching and looping during a call based on caller's responses:** Integrates multiple applications and products. Unlimited number of call flow paths based on user preference.
- **Audio Recording:** Vocalinx IVR Server facilitates recording and playback of the recorded message for the user to edit.
- **Caller ID support:** Caller ID support and conditional processing based on Caller ID information.
- **Outbound call:** Can initiate outbound call and record the user response either as an audio or touch tone input, guided by pre-recorded prompts.
- **Customisable Channel Labelling:** Each channel can be labelled with a name and extension number for ease of administration.
- **Integrated Help :** A Windows style Online Help Manual makes sure that the user is never far from assistance!
- **IVR Log File Generation:** The IVR logs all events and errors generated by the IVR as well as by individual channels and applications. The logs are generated on daily basis for individual channel.
- **IVR Alarm Generation:** As the system is designed to operate unattended 24x7x365, it will notify the administrator via visual or email alerts if it encounters a problem or a user-definable event has occurred. The alerts are pre-configured to sound on: Critical System Errors, and Disk Space Alarm. They can be customised to sound on other events too.
- **MIS:** MIS reports are generated by the IVR. The system compiles reports for errors, user actions, and user-defined events. Reports are handily viewed from within the system itself. The reports are saved on disk in simple text format and can be easily mailed; enabling remote maintenance and support.

## ***Technical Specifications***

- **Channel Capacity:** 4 to 96 ports
- **Hardware:**
  - CPU - IBM-PC Compatible, Intel Pentium III or later CPU,
  - Memory - 256 MB
  - Hard Drive – 40 GB (depending on storage requirements)
- **Operating System:**
  - Microsoft Windows 2000 Server SP3 (recommended)
  - Microsoft XP Professional SP1
- **Database Connectivity:**
  - Microsoft SQL Server 7.0 or later
  - Oracle 8.0 or later
  - Other ODBC-compliant databases
- **Telephony Protocol:**
  - Analog (POTS)
  - ISDN PRI (E1)
- **Audio Formats:**
  - Raw 8KHz 8Bit mono u-law — audio/basic
  - Raw 8KHz 8Bit mono a-law — audio/basic
  - 8/11KHz 8Bit WAV file format
  - 8/11KHz 4Bit ADPCM (Native)