



INTRODUCTION

VoiceTech Solutions is founded and driven by industry professionals who have decades of experience in the Interactive Voice Response (IVR) domain. The vision of the company “*Perfection Leads to Innovation*” is practiced in creating a novel voice self-service product – VoisFusion. The product is architected and created with the singular objective of providing a superlative customer experience.

VoiceTech Solutions’ highly efficient development model produces cost-effective solutions to cater to the needs of existing and emerging IVR markets across the globe.

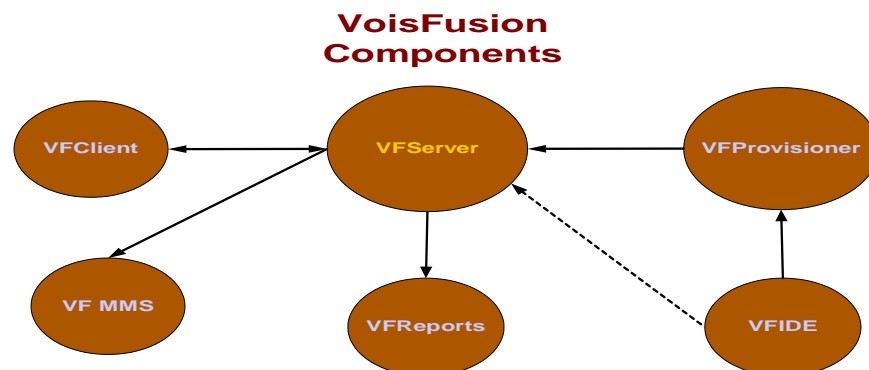
VoisFusion – Interactive Voice Portal Suite



VoisFusion provides a comprehensive suite of products that addresses the Interactive Voice Response Systems needs. It provides:

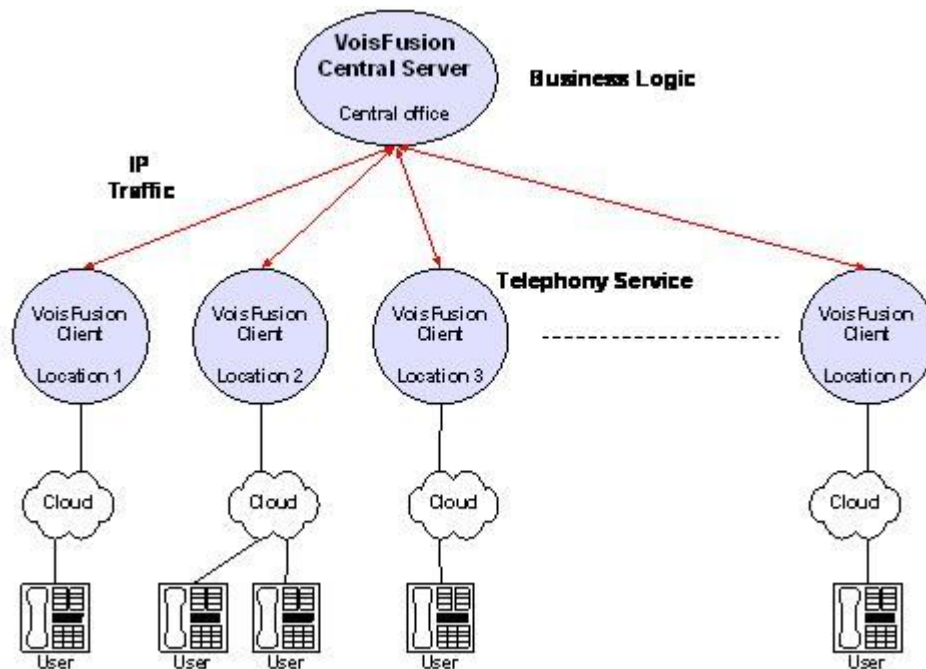
- Robust platform to execute voice-self-service applications
- Comprehensive web-based management utility
 - Entire IVR Infrastructure
 - IVR Application Management
 - Deployment
 - Activation & Deactivation
- Rapid application development environment
- Web-based cradle-to-grave reports

VoisFusion is a suite of products that addresses the requirements of Interactive Voice Response Systems. VoisFusion comprises of 6 components VF Server, VF Client, VF Provisioner, VF Reports, VF MMS and VF IDE.



The strength of VoisFusion lies in effective (or efficient) separation of voice portion and the data portion of the calls. The VoisFusion Client handles the voice portion of the calls, while the intelligence of managing the data is packed inside the Server. The unprecedented **Server – Client model** enables VoisFusion to be highly scalable. The Server can interact with multiple clients driving multiple applications in every client. With its versatility in handling applications, the Server can handle applications from almost any voice vertical. With its efficient algorithms and applications files, it can scale up to 1440 simultaneous calls on a single server.

The Server - Client model of VoisFusion gives it the flexibility of making it a Distributed IVR. In this architecture, the Server drives the application logic, while the Client takes care of the telephony side of the call. The communication between the Server and the Client is setup using a secure IP connection. With communication between the two components reduced to the minimum, the cost of communication will be reduced considerably.



Key Features And Functionalities of VoisFusion

VoisFusion delivers two kinds of solutions

1. Inbound
2. Outbound

Inbound

The VoisFusion works as front-end solution for handling incoming calls. It is capable of playing the fixed pre-recorded information as well as the combination of fixed and variable information after reading out the information from the database(s). Based on the CLI (Calling Line Identification), DNI (Dialed Number Identification) and the option selected by the caller different sections of the call flow can be activated to provide the information pertaining to different categories.

This basic feature of VoisFusion can be used to provide the information regarding the following:

- Welcome / Greetings
- Schemes / Programs
- Rate Plan
- Bill Enquiry
- Status of Complaints / Enquiries

Outbound

The state-of-the-art out-dialer solution consists of 3 components viz.

1. **Outbound Loader Component**
Collects Data from the customer database and populates the local database with the numbers to out-dial
2. **Interactive Out-dialer**
Processes the out-dial list makes the call and the receiver interact with the customized messages. With configurable retry mechanism, the number is retried at constant intervals to maximize the success rate of the outcalls.
3. **Reports**
Complete report on the success and failure rates and details of failures with every number is reported back to the customer to enable manual out-dial process.

The data acquisition, outbound services start and end times are configurable to enable complete automation. The system is capable to acknowledge the state of the called number i.e. busy or no answer and in such cases it will maintain its queue for re-dialing. Also the number of retries in such cases and the retry gap is configurable.

The unique **application-profiling** feature provided by VoisFusion will enable customers to launch newer applications with predefined types viz.

1. Permanent – Once the application is configured then it will work continuously without a requirement of manual intervention. Thought out for Payment reminder scheme.
2. One-time – Ideal for promotional offers
3. Seasonal – Well suited for Greetings good occasions. The customers choose this option to greet their high profile clients

REPORTS

VoisFusion's **rich Schema** enables **cradle-to-grave** Reports. Custom Reports catering to the needs of customer can be easily developed.

The following standard reports can be generated related to the operation of the system:

Total Call Reports	Real Time Reports
Monthly / Daily / Hourly Report Successful / Unsuccessful Call Portwise Total Call Handling / Status Total Call Report	Live call Messages Call trace System Information Save Log Files

IIM-Bangalore

Machine Level - Custom Report

System Reports
BLR_server
Application Reports

Bottom

S.No	Date	No of Calls
1	1-Jan-2009	2
2	2-Jan-2009	5
3	3-Jan-2009	2
4	4-Jan-2009	0
5	5-Jan-2009	11
6	6-Jan-2009	3
7	7-Jan-2009	12
8	8-Jan-2009	26
9	9-Jan-2009	280
10	10-Jan-2009	36
11	11-Jan-2009	4
12	12-Jan-2009	43
13	13-Jan-2009	30
14	14-Jan-2009	19
15	15-Jan-2009	17
16	16-Jan-2009	6
17	17-Jan-2009	13
18	18-Jan-2009	7
19	19-Jan-2009	11
20	20-Jan-2009	12

http://172.19.100.55:10002/mysq_custom_machine_detailed.asp?from=1/9/2009&client_app=BLR_client1&Customer=IIM-Bangalore@boardo

The screenshot displays the VF DASHBOARD interface in a Windows Internet Explorer browser window. The address bar shows the URL <http://192.168.1.184:10006/dashboard.php>. The interface includes navigation tabs for 'Full View', 'Line View', 'Call Trace', and 'Clear Logs'. A menu bar contains 'Admin', 'Help', and 'View'. The main content area is divided into three sections:

- System Information:** Displays system metrics:

Processes	2183	CPU Usage	5%
Threads	23685	Memory Usage	74.56%
Handles	639714	Disk Usage	8.19%
- Critical Errors:** A table with columns 'LINENO.' and 'DESCRIPTION'. It is currently empty.
- Call Log Table:** A table with columns 'LINE NO', 'CLIP', 'DNIS', 'EVENTS', 'LINE STATUS', and 'SPAN'.

LINE NO	CLIP	DNIS	EVENTS	LINE STATUS	SPAN
0			WAITING FOR CALL	Idle	1
1			WAITING FOR CALL	Idle	1
2			WAITING FOR CALL	Idle	1
3			opening file Welcome_ILM	Busy	1

Below the main table, a detailed call log is visible, showing individual call events with timestamps and descriptions such as 'Success in opening file Welcome_ILM for line 3' and 'Dropping Call for Line 3'.

EASY MAINTENANCE & ADMINISTRATION

Robust Monitoring

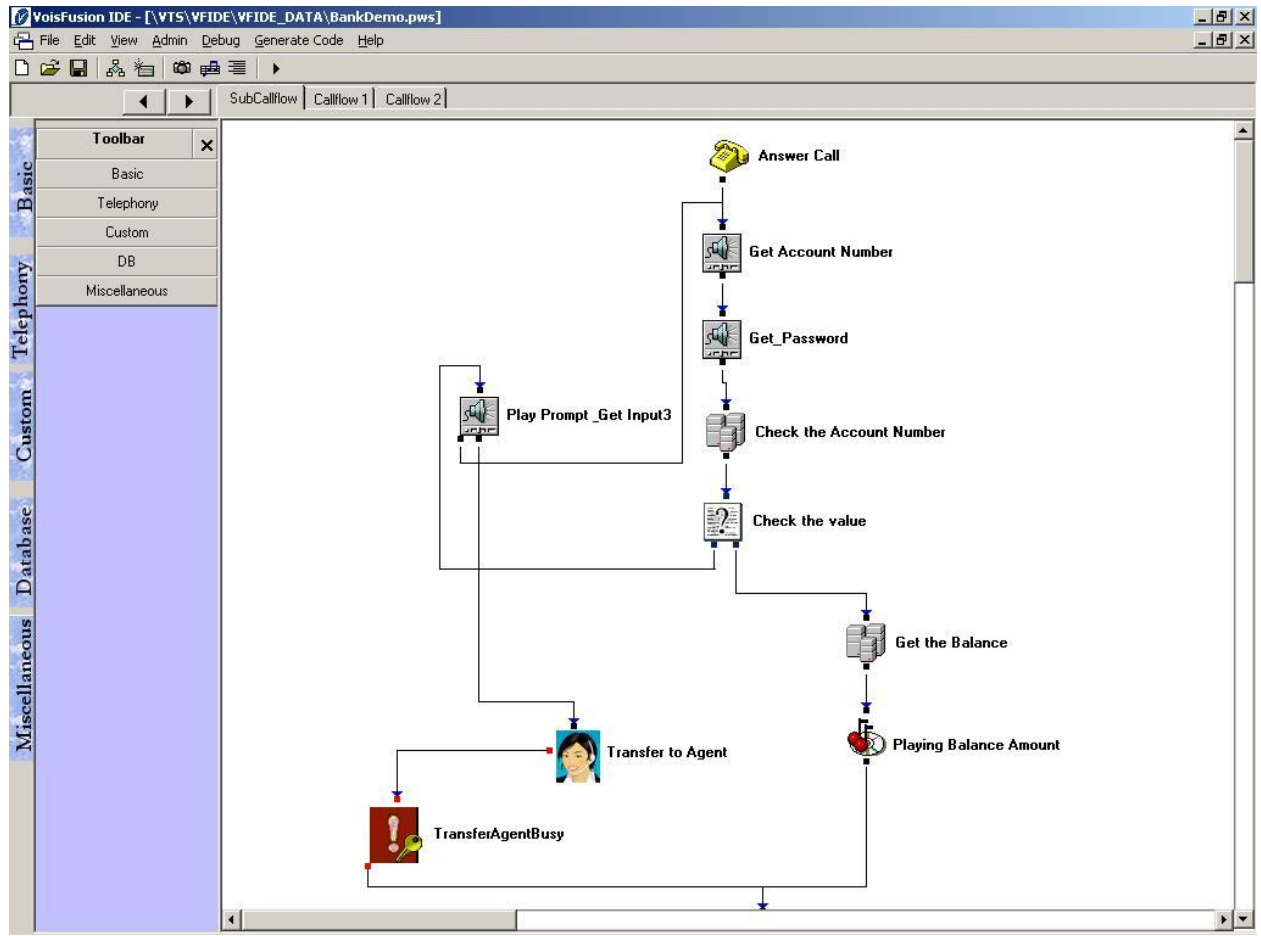
The VoisFusion has a very powerful and versatile watchdog feature, which maintains the smooth functioning of the system. If at any time the system behaves inconsistently it takes preventive measures. Depending upon the severity of the problem either it will send a message to the administrator (out – dialing) with/without visual warning or will re-start the problematic process or will re-start the system. All the above options are configurable by the administrator.

Remote Diagnostic and Administration

Remote diagnostic utility provides remote administration of IVR. This utility periodically interacts with IVR server thus ensuring higher efficiency and robustness of the system from a remote place.

INTEGRATED DEVELOPMENT ENVIRONMENT

VoisFusion **Pick & Place** Integrated Development Environment is available to enable the customers to maintain and develop new applications. It is beneficial to the application developers due to its **Ergonomic Design**. The VoisFusion IDE is a simple and errors free interface to develop new applications to be hosted using the VoisFusion. This IDE makes application generation quick and efficient. The application development time gets reduced considerably.



TECHNICAL STRENGTHS

VoisFusion comes with world-class standards such as

- **High Scalability** – VoisFusion in a single Personal Computer (PC) can handle wide range of simultaneous calls. VoisFusion can handle as low as 4 simultaneous calls and as high as 240 calls in a single Client PC. The supported simultaneous calls are 4, 8, 12, 30, 60, 90, 120, 150, 180, 210, 240
- **Extreme Reliability** – VoisFusion is architected to be reliable to meet and exceed the excruciating demands of the market. The solution “once goes live will remain live”.
- **Sustainability** – The exhaustive logging mechanism will provide crucial data for

overcoming any inconvenience. And the support team of VoiceTech Solutions will ensure that the inconvenience is corrected in a timely fashion.

- **Fully Robust** – The efficient nature of the architecture will outperform the competing products.
- **COTS (Commercials-Off-The-Shelf) hardware** – VoisFusion will work with the customers' choice of the hardware. Currently, VoisFusion is compliant with - Natural Micro Systems / Intel Dialogic / DonJin
- **Multimedia Delivery** – VoisFusion is capable of sending messages through E-mail, SMS & Fax both automated & On demand.
- **Multiple applications** – A single installation of VoisFusion will enable the customer to develop multiple applications.
- **Multiple Languages** – VoisFusion supports multiple languages as per the customers' choice.

TECHNICAL DATA

System Requirements

- **Processor** Pentium M processor 770 (2.13 GHz, 2 MB L2 Cache) or better
- **Memory** 2 GB of DDR2 533 MHz SDRAM or better
- **Hard Disk** 80 GB capacity internal hard drive or better
- **Operating System** – Windows 2000 / 2003 Server with latest Service Packs

Voice Processing Boards

VoisFusion is compliant with any of these off-the-shelf available Voice Processing Cards:

- NMS
- Intel Dialogic
- DonJin

Interface to PBX

VoisFusion can be integrated with virtually any PABX, MSC and Key Telephone systems.

Database Connectivity

VoisFusion supports all the ODBC / Non ODBC compliant databases.

Protocols Supported

VoisFusion supports Analog and Digital trunks – using Analog and Digital voice processing interfaces.

PARTIAL LIST OF CUSTOMERS

- NTPC Ltd, Ramagundam – Complaints Management System
- Indian Institute of Management, Bangalore – *Complaints Management System*
- Bangaluru International Airport - *Flight Arrival & Departure Enquiry System*
- Indian Institute of Management, CAT Group – *Admissions Helpline*
(Six Locations – IIMA, IIMB, IIMC, IIML, IIMK, IIMI)
- Indian Institute of Science, Bangalore – *Admissions Helpline*
- Asswani Financial Services Pvt. Ltd, Amritsar – Investments Enquiry System
- Lattice Bridge Infotech Pvt. Ltd., Chennai – Customized Voice Based Solutions
- Prakriya Green Wisdom School, Bangalore – Helpdesk Software
- HCOM PTE Ltd, Bangalore - Custom Software Development
- Siemens Enterprise Communications Pvt. Ltd - Custom Software Development
- ABS India Pvt. Ltd - Custom Software Development
- Iscense Technologies, USA – Custom Software Development

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