



Aria CCS IVR: Product Overview

Introduction to Aria CCS

You know your business has special needs. Finding a system that accommodates you is the real problem. Aria CCS IVR from Aria Telecom Solutions can provide you with the only call processing system you will ever need because we ask what your needs are and then customize the application to accommodate you. You can also customize the application the way it will fit your business.

At Aria Telecom Solutions we combine our knowledge of the call Processing industry, with an understanding of your business to provide you with best system solution. Your investment is maximized, your special requirements are met, and the benefits begin to pay you back immediately. You the customer is involved directly in the development of your system assuring you the commitment and personal service you deserve.

Seamless Integration

Aria CCS works equally well on VOIP as well as TDM, PBXs, and seamlessly integrates with Central Office switches. Aria CCS lets your company function the way you normally do, but with greater performance in handling phone calls. Aria CCS handles all calls automatically without delaying assistance to clients, allowing suppliers to check inventories or allowing busy executives to check messages.

Aria CCS IVR applications are not stand alone applications. Applications are executed inside of a mailbox on your system. Aria CCS IVR supports T1, E1, ISDN, DID, VOIP and analog interfaces. Callers can dial into an application directly or dial into the system and select an application to use. Aria CCS IVR runs on IP directly and Digium cards for TDM (digital and analog) boards.

Aria CCS IVR: Application Generator

Application Generation Made Easy

Aria CCS IVR is an Applications Generator program that allows you to design and implement Interactive Voice Response (IVR) applications. Aria CCS will execute any application you create when a caller dials in. By using DTMF, you can allow callers to interact with the system. Advanced database technology allows you to read, write, append, search, and seek database information, you can record your product inventory, setup games, keep track of your customers or patients, or virtually any other application you can think of. The advanced, innovative technology, backed by a simple, easy to use, window based GUI interface makes writing applications easy.

Simple User Interface

This 32/64-bit Windows applications generator is a "Fast Build Kit" for meeting deadlines. The Aria CCS windows based GUI development facilities provide full featured icons which can be moved and connected to a free form call flow. Each icon carries enough comment fields to insure a very clear documentation trail of what is happening at each step. For example: What prompt is playing to the caller? or How long should we wait for a response? Icons are grouped logically for every stage.

Aria CCS IVR: System Features

- ▶ Every Call is Answered Immediately
- ▶ Every Caller Receives Your Company's Customized day, night, and Holiday Greetings



- ▶ On-screen Call statistics
- ▶ System changes can be made on-the-fly
- ▶ Hard disk De-fragmenting is done while system is on-line.
- ▶ Remote Diagnostics and support

Number of ports: 2, 4, 8, 12, 16, 24, 32, 48, 120

Hours of message capacity: 20 hours to 1400 hours

Number of mailboxes: Up to 10,000

▶ Voice Messaging

The Voice Messaging feature of Aria CCS allows callers to access and leave a message at the proper mailbox.

Each message is individually dated and time stamped and kept in the order they were received. The messages are not restricted by fixed message length. The messages remain private and secure and can be reviewed at any time and from touch-tone phone with proper access code.

▶ Automated Receptionists

The Automated Receptionist feature of Aria CCS answers calls immediately and gives the caller the option to speak with the operator, or go directly to a desired extension. Aria CCS can answer repetitive questions by having the caller make selections from a menu of options.

▶ Database

Many applications requires a database interface with an IVR system. Aria CCS provides emulation and links to many databases such as Microsoft SQL, Sequel Server, ODBC, Oracle, and many others. Data runs between the IVR and the database application through specific variables. Applications can run embedded, be created on the fly, or through import/export facilities.

▶ Text to Speech

As an option to hearing your voice messages, the IVR system can effortlessly speak e-mail messages. You can listen to you e-mail from any telephone in the world. The system can read your product descriptions, names, addresses, news articles, and much more. This truly gives voice to your data.

▶ Speech Recognition

Voice Recognition modules recognize words, names, spoken letters, and numbers. Callers can spell names, order products, enter account numbers, or zip codes, all without entering touch tones, just by talking.

▶ Internet Ready

IVR and WEB access (both on the Windows NT/2000 Server), allow callers to retrieve information from touch-tone phone or their web browser. With the Internet option you can service your customers over the telephone or via the hyperlink. The system responds over



the Web, or vice prompts over the telephone. You enter your selections and get information by clicking on icons or by choosing form menus.

▶Voice to Email

Aria CCS can record a message from a caller for you and then deliver it to you over the email. This is a very useful feature, because it allows you to listen to your messages from your computer and then archive them appropriately. It also allows you to read your messages from wherever there is an email terminal with Windows software.

▶Fax to Email

Aria CCS can receive a fax document and then deliver it to you over the email. This is a very useful feature, because it allows you to view your fax documents on your computer screen and then either print or archive them appropriately. It also allows you to view your fax documents from wherever there is an email terminal with Windows software.

▶Outdial

This tool allows for importing a database of phone numbers into the IVR system. The system will outdial for confirming a delivery time, reminding patients of a doctors appointment, notifying students of an event, or letting clients know their stock has been traded. The basic platform provides for detecting answers, busies, no answers, and answering machines. Your call flow can be set to perform different tasks depending on the outcome of the call progress.

Applications :

HealthCare

Medical Transcription Services - Allows Doctors to Record Transcriptions, which can later be listened to and documented by a Medical Transcribe

Automated Prescription Filling - Allows Pharmacies to allow for automated prescription filling services for patients

Patient Reminders - Remind patients of upcoming appointments or to take their medicine on time

Off Hours Auto Attendant - Provide Emergency Information for Patients off hours when the office is closed.

Patient Surveys - Survey Patients for Quality Assesment and Increase Customer Satisfaction

Bill Collection - Remind Residents of Late Payments due, and provide automated Payment service

Path Lab and Hospital Management IVR

Patient Reports are critical information and the systems providing this must have 99.999% availability. Primary concern of Path Lab and Hospital Management IVR has been to make reports available to the patient and doctors as soon as ready, and to provide for remote access by using normal POTS line. Distributed labs can send their reports to a central telephony IVR, thus making it easier for doctors to access centrally. Other than Path lab



reports, there is other tasks that can be to the IVR such as Doctor and hospital related Yellow Pages, ordering home collection of patient test samples, news and updates related to medications.

Health Services

Medical Service facility is in need to integrate the health records with a voice platform of the infrastructure. Voize with Health broadcast system is an unique application which can be integrate with a Health Management System .It can broadcast the crucial test results and also guides the caller to reach the right functionary for their required medical service requirements. The system authorizes a caller by unique IVR ID and Health Numeric ID system. The system can fix an appointment with a doctor or medical person and also can send the reminder on Health Checkups and Safety Measures. Voize is used as a tool to create better interactive media for community health program. The system also has a capacity to route the calls to doctor or medical team for emergency health requirement and also creates a space to develop a voice medical yellow page for Health service facilities.

Banking

Bank Information - Provide Bank Information to Customers including Hours, Services Provided and Locations, etc

TeleBanking - Allow Customers to Securely access their Account Details, Transfer Funds, etc

Card Enablement - Allow Customers to Enable their Bank, Check, Credit Cards Securely and Automated

Call Routing - Route Calls to the proper person/department within a Bank/Office

Call Centers

Customer Satisfaction Surveys - Survey Patients for Quality Assesment and Increase Customer Satisfaction

Employee Screening - Perform Initial Candidate Interviews for job screening

Call Center Automated IVR Functionalities - Provide Automated Account/Company Information to Callers to reduce calls to live Agents.

Call Center Routing - Route calls to the proper Call Center Agents based on Customer Requirements

Human Resources

Employee Screening & Recruiting - Perform Initial Candidate Interviews for job screening

Employee Satisfaction - Provide Surveys to Employees to better motivate employees

Benefits - Provide Automated Benefit Information

Employee Time Clock - For Employees working on the go, allow them to clock in/out via telephone.

Customer Service

General Information - Provide General Information to Customers including Hours of Operations, Mailing Address, Driving Directions, Employee Directory, Services Information, etc



Reminders - Remind Customers of Appointments, Late Bills, upcoming events, fund raising efforts, general information

Order Processing - Allow Customers to place order over the telephone automated

Credit Card Processing - Allow Customers to pay bills via the telephone

Customer Survey - Survey Customers to provide better customer services

Bill Collection - Remind Residents of Late Payments due, and provide automated Payment service

Consumer Products

Product Registration - Allow Automated Registration of Products

Recall Information - Allow Information about Product Recall

Shipment Status - Allow customer to find information about Shipments

Retail Stores

Dealer/Store Locator - For a Multi-Chain of Stores, provide the nearest store information based on phone number or zip code

Store Information - Provide Store Hours, Department Routing and Directions

Specials/Discounts - Provide information of Specials and Discounts in the store

Appointment Confirmation - Allow Customers to Confirm upcoming Appointments

Education

Parent Information - Provide information on Upcoming Events, Child's Homework, Leave messages for teachers, Student Grades, Test Schedules etc

Student Information - Provide information on upcoming events, Homework info, School Closings, etc

Surveying - Provide Survey's on the quality of the teachers, cafeteria, bus service, etc

Notification - Notify Parents for Child Absentees, School Closings, upcoming events

Political Campaigns

Candidate Awareness - Broadcast Candidate Information to the community for name identification, and Voting Information

Mailer Notification - Notify Recipients that Mailers have been sent out, and look out in the mail for it

Survey - Allows Voters to let candidates know what are the most important issues to them.

Township / County Government

Community Awareness - Provide Inbound/Outbound services to inform the community about upcoming events, functions, changes to the laws, etc

Emergency Notification - Call Residents to inform them about an Emergency (Tornado, Hurricane, Snow, Storms, etc)

Services Provided - Provide Callers with information on what services the township offers

Department Routing - Route Callers to the Proper Department within the Municipality Offices

Parking - Allow Callers to pay Meter Parking through the Phone

Bill Collection - Remind Residents of Late Payments due, and provide automated Payment service

Entertainment

Ring Tone Services - Allow Callers to Download Ringtones to the Mobile Phone

Lottery - Allow Callers to play the lottery through their phone

Radio - Allow Callers to Listen to the Radio through the Phone



Ring Back Services - Allow Callers to Choose their RingBack tone that will be used when callers dial their number

Horoscope - Allow Callers to listen to their Horoscope

Music Messaging - Allow Callers to Dedicate a Music Message to their Loved Ones, Friends, etc

Dating - Allow Callers to Listen to Dating Profiles, and Chat Live with other People

Chatting - Allow One on One Chatting, or Conferencing amongst many people together (Sports Chat, Political Chat, Current Events Chat, etc)

News - Provide Up to date News to the Callers

Weather - Provide the Current Weather Service to Callers

Voice SMS - Provide a Facility for Callers to Record a Message and forward the Message to the Requested Party.

Quiz - Provide an Telephonic Quiz and give winners a prize

Security & Emergency

Emergency Notification - Call Residents to inform them about an Emergency (Tornado, Hurricane, Snow, Storms, etc)

Travel & Lodging

Hotel Booking - Provide ability to callers to Book their Hotel Reservations through the phone

Special/Deals - Let Callers know about Special travel Deals and services

Hotel Locator - For a Multi-Chain of Hotels, provide the nearest hotel information based on the state/zip code

Automotive

Dealer Information - Provider Dealer Hours, pricing and other information

Car Status - Provide Status of Car to Vehicle Owners, so they know if the vehicle is ready or not

Payment - Allow Customers to pay bills over the telephone to reduce time when picking up the vehicle

Police & Parking

Traffic ticket service - Allow Violators to pay Traffic Tickets over the phone

Notification - Notify Community of Suspicious Individuals or Warnings

Parking - Allow Callers to pay Meter Parking through the Phone

Airlines / Railways / Bus & other Transportation

General Information - Provide Information about Services, Rates and Specials Offered

Schedule Information - Provide up to date Information about Train/Plane/Bus Arrival And Departure Information

Bookings - Taking Ticket Bookings for Train/Plane/Bus

Complaint Booking - Allow Customers to File a Service/Billing Complaint so that it is Trackable and Accountable

Survey - Allows Customers to provide Service/Products/Suggestion Feedback

Call Routing - Route Calls to the proper person/department

Telephone Companies (Land & Mobile Operators)

General Information - Provide Information about Services, Rates and Specials Offered

Account Information - Provide Information about Customer Account, Including Balance Due, Minutes Used, etc

Number Change Notification - Notify Callers that a Phone Number has been changed



New Number Notification - Notify Callers that the Phone Number has been changed, and play out the New Number

Bill Collection - Remind Residents of Late Payments due, and provide automated Payment service

Complaint Booking - Allow Customers to File a Service/Billing Complaint so that it is Trackable and Accountable

Survey - Allows Customers to provide Service/Products/Suggestion Feedback

Call Routing - Route Calls to the proper person/department

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