

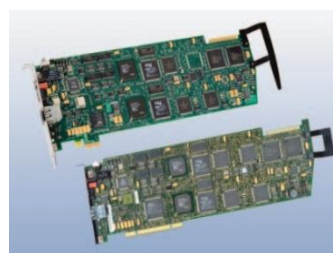
Interactive Voice Response System

IDLink Interactive Voice Response System (IVR) System is a comprehensive voice response platform that enables you to easily link to voice verification and identification of individuals during an interaction with voice applications and interactive voice response systems. It is also easily linked with voice logger system to audit all conversations with the IVR.

By itself, you can request for any Voice call flow and IDLink will be able to easily customer the IVR for your requirements.

The current IVR supports both analogue and ISDN lines using Dialogic boards

- Web based integration to our Voice Logger application for voice recording audits and retrieval
- Easily integrated to Voice recognition system that is Language, accent, and ASR independent
- Can run via VOIP(SIP) or Cloud if Voice Cards not available
- Easily integrated with Speech Recognition system from Nuance



IDLINK INTERACTIVE VOICE **RESPONSE** SYSTEM

IVR Applications by IDLink

Health Care

Prescription Refill
 Appointment Reminders
 Health Care Collections
 Public Health Information Lines
 Follow-up Patient Inquiry
 Medication Reminder
 Clinical Trial Survey
 Time and Attendance

Retail and Hospitality

Store Locator
 Order Status
 Delivery Reminders
 Promotion Hotlines
 Telephone Catalog
 Inventory Management
 Reservation Confirmation
 Flight Information
 Gift Card Activation

Enterprise IVR

Customer Self-Service
 Trouble Ticket Management
 Payroll and Benefits Services
 Human Resources Services
 Virtual Call Center
 Voice Mail and Auto Attendant
 Voice Portal
 Conferencing
 Call Forwarding and Recording
 PBX Integration and Virtual PBX

Financial Services

Bill Pay
 Telephone Banking
 Mortgage Qualification
 Fraud Protection
 Password Reset

Outbound Calling

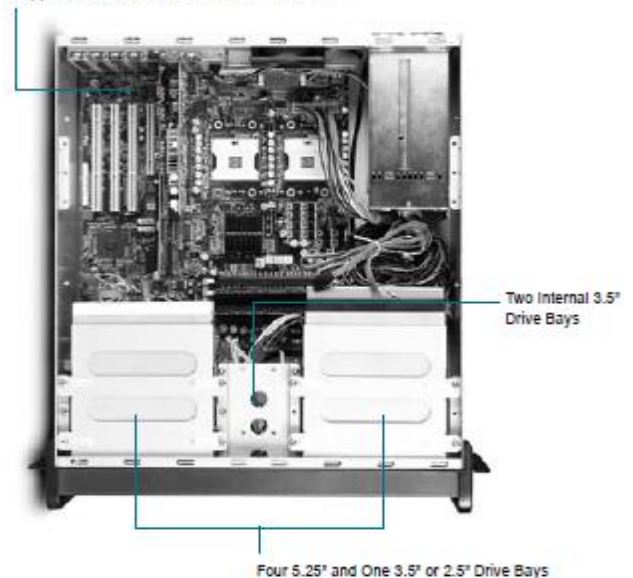
Predictive Dialers
 Lead Generation
 Alerts/Notifications
 Fundraising Campaigns
 Political Polling
 Customer Satisfaction Surveys
 Voice Broadcast
 Weather or Dating Lines
 Emergency Notification (Reverse 911)
 Market Research

Prison Services

Probationers Tracking System

Description	Specifications
Operating System	Win 2003
Web Server	IIS5, IIS6
Database	SQL Server
Browser	Explorer 5.0 and up
System Hardware	4U Height 19" Rack Mountable, 10/100/1000 Base TX x 2 with Dual display, Raid 0/1/5/10 support
Dimensions	482mm by 177mm by 528mm
CPU	Intel Q67 Core i5 3.10 Ghz
Interface I/O	2.0 x 12, Com x 6, IrDA, PCI-E x16
Ram Memory	4 GB, DDR3 1333 ELPIDA 240 PIN
Hard Disk	3.5" SATA 500 GB

Supports Standard Motherboard Form Factors



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