



## Locate & Connect

Access information or be connected without agent intervention



### What does it do?

Part of the IVVO product set, Locate & Connect is a speech application that allows callers to locate their nearest resource (branch, office, store etc), hear any required information (opening hours, address, telephone number etc) and gives the caller the option to connect directly to that resource.

### Features

- Geographic mapping to allow callers to state where they are or state their required location
- Ability to add qualification questions such as “do you want to speak to a sales agent now?”
- Caller can select area and have multiple closest stores read out
- Delivers any static or dynamic information
- Ability to deliver follow up information via SMS i.e. directions, store opening hours etc.
- Complete GB mapping including all regions, towns and cities
- Ability to utilise additional search criteria such as postcode, phone, prefix etc
- Easy administration facility via a web based Control Centre to make real time changes, efficiently monitor performance and maintain all aspects of the speech applications



#### HOW WILL IT BENEFIT MY CONTACT CENTRE?



- Agents are freed up from the low value, repetitive calls
- Dramatic savings in terms of saved man hours and low-cost information provision
- The ability to support a single contact number strategy for your entire branch or store network
- Capability to recall, manage and redirect unanswered calls to new recipients to ensure 100% of calls can be answered
- Reduce TCO compared to traditional IVR solutions through ability to instantly change and update opening hours and preferred routing locations with the web management console



#### HOW WILL MY CUSTOMERS BENEFIT?



- “Always on” availability allows callers to call 24/7
- More natural and conversational than DTMF
- Consistent & fully-branded call experience
- Reduced waiting time for call to get answered
- Quicker navigation of menus
- Single contact number for all queries
- Direct calls to the correct area of the organisation to deal with their query

“By allowing callers to simply state their location, and have the speech application automatically distribute the call to the closest depot, we feel we’re streamlining and improved the process for all of our customers.”

**Chay Bridges, General Manager, SITA Suez**

**Customers already benefiting from 100% self-service applications include:**





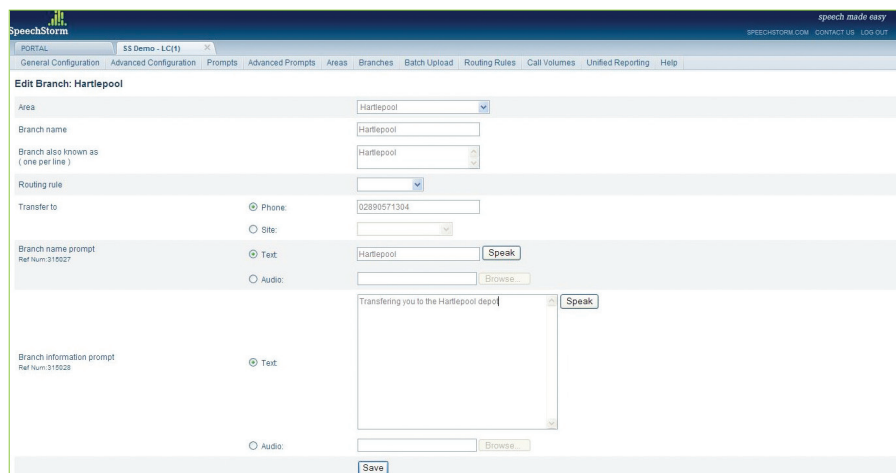
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### IVVO Control Centre: Self-management, no inflexible silos of technology

Up until now, legacy IVR applications have been deployed on proprietary IVR platforms making them prohibitively expensive and difficult to maintain. Through our experience, we recognise this as one of the common barriers in building future proof phone self-service solutions. As a result, SpeechStorm provides an easy to use web-based management console to administer Locate & Connect, the IVVO Control Centre which gives you powerful system management, administration and reporting capabilities.

SpeechStorm speech applications are developed using open-standards Voice XML, an industry endorsed standard that leverages your existing web infrastructure. The IVVO Platform provides an underlying secure framework that supports all SpeechStorm products and applications, allowing a unique web-based management console to be tightly integrated to our market-leading solutions.



### Deployment Options:

Locate & Connect is a speech recognition application within the IVVO Speech Suite. All of our applications are available either as On premise or Hosted. Hosted includes capabilities for a fully managed service, transactional capacity or minute based pricing models.

### About SpeechStorm:

SpeechStorm specialises in self-service solutions that manage customer interactions over the phone. The SpeechStorm portfolio provides a combination of best-fit solutions that give customers the service they want; whether touch tone, SMS, video or voice. SpeechStorm transforms the simple phone into a rich interactive tool for accessing content, finding information and interacting with an organisation to fulfil customer requests and optimise customer care goals.

### Potential Uses

- Find nearest branch, office, store
- Hear opening hours, address, telephone number details
- Connect directly to required location

### Demo

Visit our website and click on [Demos and Downloads](#)

### Other Products You Might Be Interested In:

- Agent Assist Speech Applications
- Video IVR
- Voice Biometrics