



Operator

A speech driven concierge that acts as a front door to your business



What does it do?

Part of the IVVO product set, Operator provides the ability to improve the customer service experience by empowering callers to automatically connect to their chosen destination, simply by 'speaking' the name of a person or department.

Features

- Ability to recognise and change name variations (i.e. Edward, Ed, Eddy)
- Options to instantly update customer messaging as required
- Options for fully recorded prompts or high quality speech synthesis (text to speech) to provide complete flexibility
- Capacity to manage multiple sites with capability to effectively route both internal and external calls
- Easy administration facility via a web based Control Centre which allows your staff to make real time changes, efficiently monitor performance and maintain all aspects of the speech applications
- Ability to integrate into existing directory systems (Active Directory, LDAP)



HOW WILL IT BENEFIT MY CONTACT CENTRE?



- Agents or receptionists are freed up from having to take mundane calls
- Internal users are empowered with a simple, flexible web management console
- Significant savings in manpower & costs - by reducing the need for live agent or receptionist handling



HOW WILL MY CUSTOMERS BENEFIT?



- Callers appreciate the speedy resolution and dynamic calling experience
- Consistent & fully-branded caller experience
- Reduced waiting time for call to get answered

"From a business point of view, it paid for itself because the amount of time store employees spent on the phone has been replaced with time on the floor selling products. People in the stores are just dedicated to selling. The store employees were happy from the start. The staff bought into it right away."

Paul May, Service Manager, Dixons

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





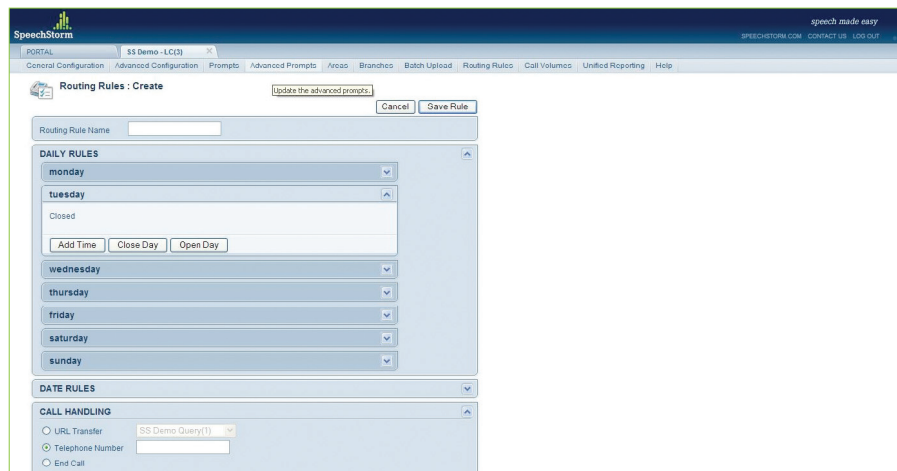
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IVVO Control Centre: Self-management, no inflexible silos of technology

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 Operator, 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:

Operator 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.

Demo

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

Other Products You Might Be Interested In:

- Agent Assist Speech Applications
- 100% Self-Service Applications
- Video IVR
- Voice Biometrics