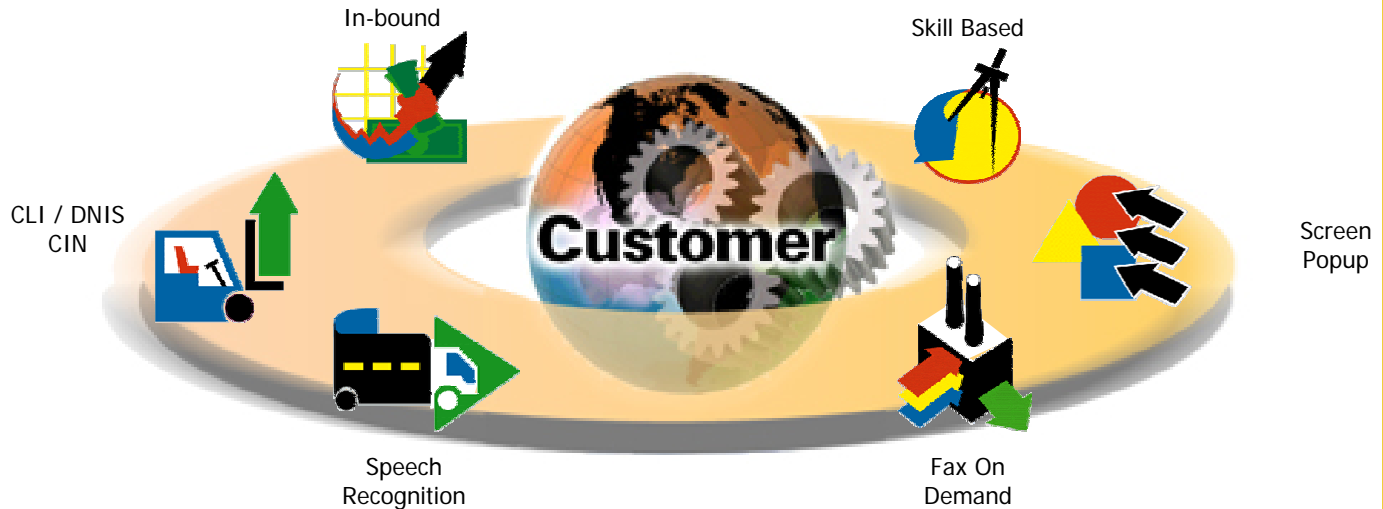


**INTERACT<sup>®</sup>** provides new and enhanced inbound contact features that dramatically improve customer contact and agent productivity in any industry vertical, by maximizing the resources and skill sets. Application is capable of disseminating any information stored in any standard database through touchtone or speech. By using InterAct's inbound features including Screen Pops, Speech Recognition, Skills Based Routing, Virtual Hold Queue, Service Level Alerts and Call Blending, Fax on Demand any organization can achieve objectives of high levels of customer service and responsiveness with a minimum of resources.



**INTERACT<sup>®</sup> CFA** & **INTERACT<sup>®</sup> Profiler** can work in conjunction with Intelligent Skills-Based Routing or as a standalone application. Allows user to easily customize their inbound requirement. This self service option can help any organization operate more efficiently by optimizing expensive resources, your employee, since customers can often obtain the information they need without the assistance of a live customer service agent. This translates customers to access or enter information often without any manual intervention. Typical applications area for the Profiler:

- Call Routing
  - ◆ Skills based
  - ◆ Priority based
  - ◆ Service level based
- Automated information retrieval and update
- Leave message in an agent mail box
- Automated attendant
- Touch tone control
- Play message
  - ◆ Greetings and announcements
  - ◆ Advertising
  - ◆ Text-to-speech
- Speech recognition

## Application Features

**CTI Screen Pops** — InterAct marries the power of CTI (Computer Telephony Integration) and databases with each and every contact made increasing your ability to use and access existing data in each contact. InterAct looks up and 'pops' relevant data onto the agent screen based on the inbound phone number or 'Self Service-IVR' input so that agents are empowered to speak intelligently to customers and prospects.

**Call Routing** — InterAct Intelligent Inbound Skills-based Routing offers

- skills and proficiency levels for each agent, such as language, training on various campaigns, or call type.
- Allows to establish agent skill groups and assign to projects.

- Looks up customer information in the contact center's database, then routes the call to the appropriate agent based.

**Effective Call Holding** — With InterAct when a hold queue exists, customer is provided with feature hangup and do other tasks without losing their place in line. When their turn arrives, they are called back automatically. With this feature, customers are prompted with information including the 'Average Wait Time in Queue'.

**Fax On Demand** — To Predefined or captured fax number requested information is broadcasted.

**Send Email** — Requested information can be sent as an email to pre designated addresses stored in address book.

**Logging** — InterAct is seamlessly integrated with our voice logging application for recording complain, leaving voice messages or for any other purpose to suit the customer requirement.

**Service Alerts** — Implicit function helps top level management to achieve alert on different channels

- Number of calls in queue
- Average time in queue exceeds 'n' seconds
- Call time in queue exceeds 'n' seconds.

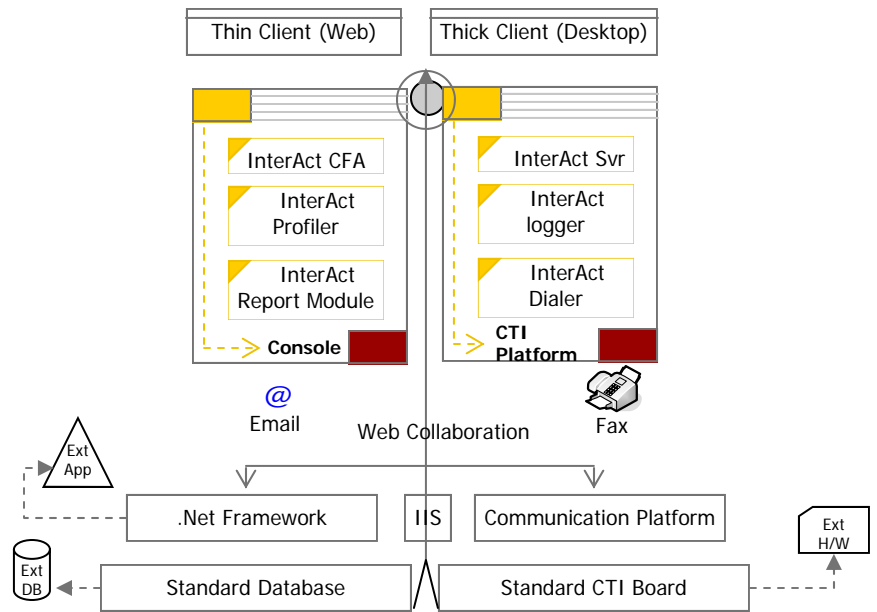
**Database Compatibility** — Supports to any standard database through ODBC, custom drivers.

**Reports** — Features a comprehensive suite of standard historical and Web-based reports.

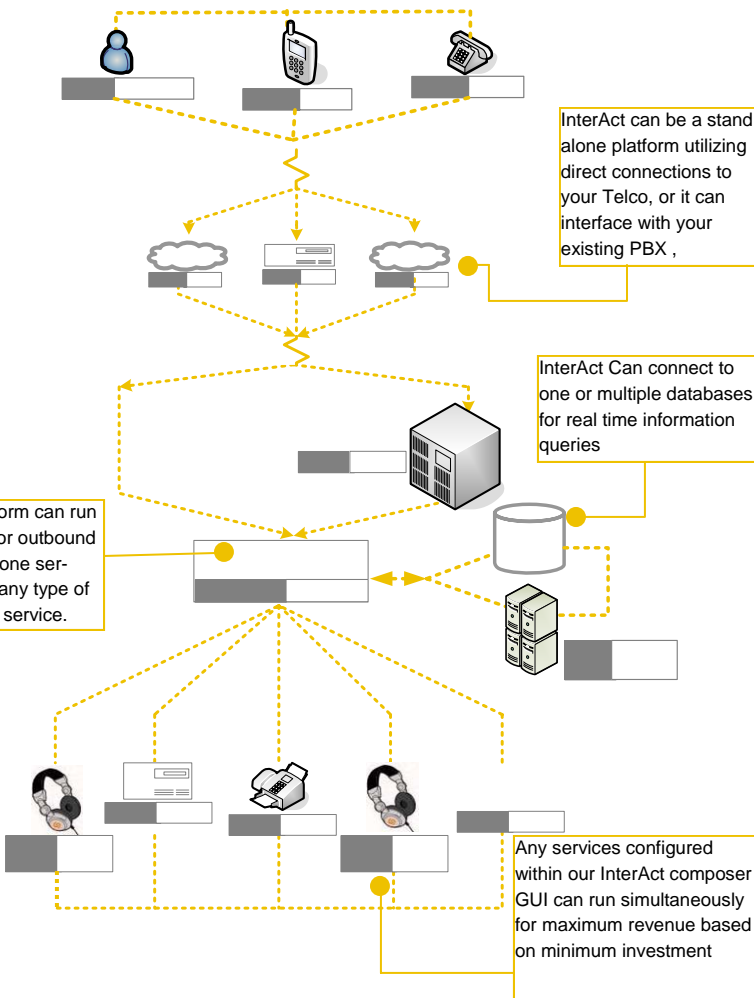


## Benefits

- The basic IVR can be upgraded to serve more clients by increasing the hardware's like 4 port dialogic cards to eight or more ports OR by changing over from Modem based solution to dialogic based solution.
- All the voice files required for the IVR operation are created and updated at Nexus Techno Solutions.
- The voice quality, diction, and uniformity is maintained by professional studio recordings with the help of diction artist.
- Multiple language selection enable client to get IVR in multiple languages.
- Interact is flexible and compatible enough to utilizes the industry standards to ensure compatibility with existing infrastructure
- The Centralized IVR feature enables Companies having their operations spread across the country and serve their clients through one centralized system, using existing wide area network they have without incurring additional expenses for taking toll-free numbers, Costly VOIP solutions, etc.
- The basic IVR can be upgraded to **Tele-trading software with voice recognition** facility.
- This translate InterAct into a true differentiated Product, which will be the best tool for ROI with immediate effect.



The InterAct platform can run multiple inbound or outbound automated telephone services for virtually any type of telephony related service.



## Application Area

InterAct is capable of integrating the defined inbound services for virtually every industry vertical. Interact can be deployed in any business segment – Government-to-Citizen (G2C), Business-to-Business (B2B), and Business-to-Customer (B2C). Some examples of these many applications include:

- **Banks**  
Transaction Details ATM Locations, Office / Branch offices addresses and timings, Drop Boxes
- **Logistics**  
Consignment Details, Branch offices addresses and timings
- **Finance**  
NAV information, FDR rate information, Collection / drop off box information Outlet locators
- **Insurance**  
Amount based premium, Age based premium, Nearest office / agent locator
- **White Goods**  
Nearest showroom and time, Nearest service center and timings
- **Airlines and Transportation**  
Flight Information System, Travel agent locators, Airlines office locators
- **Hospital**  
Pathology Centers, Hospital locations
- **Education**  
Result Dissemination, Center location, Course timing
- **Fast Food**  
Outlet locations and timings + contact information, Income / loan based rates

*Redefining Solutions*