



IVR (Interactive Voice Response) is a technology that automates interaction With telephone callers. Enterprises are increasingly turning to IVR to reduce the cost of common sales, service, collections. inquiry and support calls to and fro their company. Historically, IVR solutions have used pre-recorded voice prompts and menus to present information and options to callers, and touch-tone telephone keypad entry to gather responses.

- Can you create your own IVR flow?
- Can your IVR automatically schedule calls and get customers inputs?
- Does It support voice blasting?
- Does your IVR have missed call feature?
- Can your IVR integrate with our traditional EPABX?
- Does your IVR record every call?



*astTECS - IVR Solution

GENERAL FEATURES

- Custom greetings support
- Multiple Language voice prompts
- Custom Music on hold (MOH)
- Managing voice mail via phone or WEB interface
- T1, ISDN, Analog, and SIP/VOIP support
- Multiple code support (G711alaw, ulaw, g729, gsm)
- Queues
- Built-in conferencing solution
- Hosted IVR solution
- Flexibility: You also have the flexibility to create up to 9 levels and sub-levels
- Seamless integration with existing EPABX

ADVANCED FEATURES

- ODBC database access
- Voice Logger
- Web Based Reporting
- Unlimited Number of Call Flows
- Text to Speech
- Touch Tone Detection (DTMF)
- Database Interaction
- Voice Messaging
- Call Transferring
- Voice to Email

TECHNICAL SPECIFICATIONS

INTERFACES: Network Interface: 2x Ethernet 10/100 Base-RJ45 ISDN: PRI Interface (Optional) Mobile: 4GSM (Optional)

PROTOCOLS: VoIP: SIP H.323, MGCP, SCCP, IAX2 ISDN: PRI DSS1 (0931, national Variant) Mobile : GSM 850/1180/11900 MHZ Channels

CODECS: ADPCM, G711(A-Law & u-Law, G.723.1 (Pass

through) G.726, G.729 (through purchase of commercial license) GSM, iLBC, Linear, LPC-10 Speex

PRI card: T1/E1 Port with optimum PCI interface.

Dimensions: 2U/14U Form factor Chassis.

Mounting: 19" Rack



Case Study



Over View

With a solid foundation of more than thirty years continuous operation in Saudi Arabia, Fursan Travel and Tourism in Saudi Arabia delivers a variety of travel, tourism and diversified services to a broad spectrum of clients across the Kingdom. Established in 1980, Fursan has grown to be a leading travel management company in KSA. Fursan is part of Al Rajhi Holding, a diversified business group of more than 58 companies across a broad range of industries. The company offers a diverse portfolio of travel services, tours and holidays, cargo services to corporate, government, and retail customers as well as an emerging franchise network.

The Project and the Challenges

Fursan Travels had the challenges to integrate IVR with online Payment gateway on instant payment process by customer during his call with the Call centre Agent.

1. Transferring the call to IVR and integrating payment gateways after the payable amount is entered by payment agent.
2. Storing the reports after IVR forwarded the payment information to Payment Gateway.
3. Getting real time reports without storing the customer data in IVR servers.

Proposed Solution

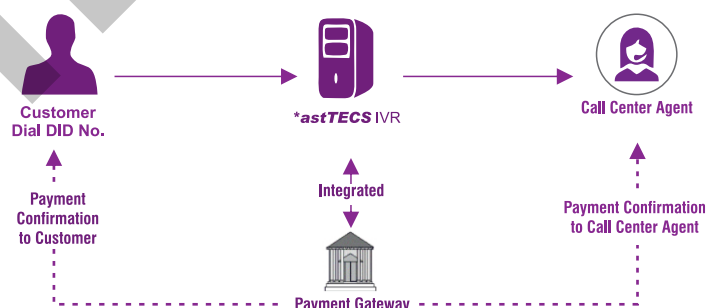
After the complete study of the requirement and the challenges ***astTECS** team devised an intelligent and secure IVR solution for the customer , integrated with their payment gateway.

1. ***astTECS** developed an IVR in which payable amount will be entered by the agent before the caller lands to payment IVR and then the amount details will be announced to the caller.
2. The IVR will forward the customer payment details to payment gateway in real time and no data will be stored in IVR system.
3. The response of the Payment will be updated immediatly in the report portal indigeneously developed by ***astTECS** for Fursan.

Benifits Delivered

1. Automatic Payment via the IVR call.
2. Secure transaction with no agent involved.
3. No customer information is stored.
4. Realtime report on payment status

IVR ARCHITECTURE



About *astTECS

***astTECS** is leader in end to end unified communications, offering cutting edge and wide range of Enterprise Telecom products based on open source Technology. We also provides world class 24X7 support to Global customers through in-house Global Support Management Center (GSMC).



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