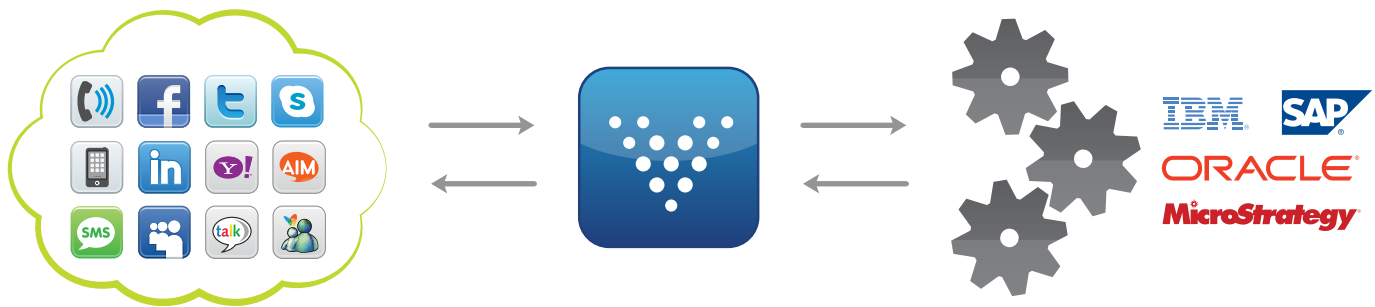




Improve the Customer Experience – Make your Business Intelligence and Customer Self-Service Work Together



What do your customers think of your self-service? How do you know?

Every self-service interaction is an opportunity to build customer loyalty, lower your support costs or make a sale. Yet, technologies like Interactive Voice Response (IVR) are a common source of customer frustration. When self-service is done right, it benefits the customer and the business. So, are you doing it right? Do your customers agree?

Improve Visibility Into the Customer Experience



Voxeo VoiceObjects offers critical insight into user behavior and the effectiveness of self-service applications. It integrates with and extends your data warehouse – enabling dynamic and personalized self-service menus that adapt to individual customers or customer segments, as well as the ability to collect data on system usage, system and application performance, caller behavior, task completion rates and voice recognition success. This information flows directly into the data warehouse, eliminating time-consuming ETL procedures that are typically required to migrate data and make it useful to your Business Intelligence solution.

The VoiceObjects Application Lifecycle Management Suite provides the tools you need to create, deploy, analyze and refine your applications – resulting in efficient, effective and personalized self-service across all of today’s popular communication channels: voice, SMS (text messaging), instant messaging, mobile web, social networks and Smartphone apps. Get real-time cross-channel insight into customer interactions from one source.

Real-time, Actionable Analytics and Reporting

VoiceObjects Analyzer, part of the VoiceObjects Application Lifecycle Management Suite, is a powerful service analysis environment that provides real-time answers to key business, operational and application design questions.

VoiceObjects automatically consolidates information from multiple sources such as CRM databases, ERP software and CTI systems, and allows reporting to be customized with application-specific data for a more complete view of your customer and the customer experience.

VoiceObjects is pre-integrated with IBM Cognos, MicroStrategy, Oracle Business Intelligence and SAP BusinessObjects, enabling you to:

- Access 60 out-of-the-box real-time reports in the areas of Administration and Maintenance, Application Development and Tuning, and Business and Caller Analysis
- Tune and optimize your self-service applications instantly and easily for improved automation rates and a better customer experience
- Identify reasons for task incompleteness in self-service menus, including analysis of speech recognition quality and exit points
- Get a consolidated view across all of your automated self-service communication channels, including IVR, text messaging, instant messaging, mobile web, social networks and Smartphone apps

Voxeo VoiceObjects provides up-to-the-minute graphical views of your application and system status

Business and Caller Analysis – Gain knowledge of business task completion success and general caller acceptance of the application.

Application Development and Tuning – Get insight into application usage such as average time callers spend within the application, where, when and why they exit, and dialog usage trends. Understand speech recognition performance and validate your Voice User Interface design.

Administration and Maintenance – Identify peaks and valleys in services, most active days of the week for minimal impact in scheduling system maintenance, and other key information on system usage and performance.

REPORTS FOR CRM & MARKETING ANALYSTS
How can you identify frequent user selections and user profiles to optimize personalization?

REPORTS FOR SYSTEM ADMINISTRATORS
Interested in long-term usage trends of your services?

REPORTS FOR DEVELOPERS & DESIGNERS
Migrating from a DTMF-only application and need insight into the performance of the recognition engine?



VoiceObjects Makes it Easy

- > Quickly find and fix application issues
- > Speed access to required information
- > Increase first contact resolution
- > Improve self-service satisfaction
- > Reduce the number of customers requiring agent assistance
- > Shorten call duration without sacrificing service levels
- > Improve contact center productivity and reduce costs

Optimize Application Performance

VoiceObjects makes it easy to refine your applications as opportunities for improvement are identified. VoiceObjects applications map closely to reports. For example, problems highlighted in reporting, such as low speech recognition confidence values or a high number of hangups, are easily identified in the service creation environment since naming conventions are the same. Additionally, changes made in the application are immediately reflected in the reporting and vice versa. Changes are centrally deployed with the ability to automatically update documentation and without affecting your reporting or database schema.

VoiceObjects works with Voxeo's Prophecy IVR and multi-channel self-service platform. It can be deployed on your premise or accessed on demand via Voxeo's global hosting cloud. VoiceObjects also provides Application Lifecycle Management for more than 30 other IVR platforms, as well as SMS gateways, mobile web and IM environments.

Our customers report up to a 50% savings in development and 80% savings in deployment and maintenance.

Contact Voxeo today to learn more.

**You can also try VoiceObjects for free at:
www.voxeo.com/free**

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