

APPLICATIONS PLATFORM



INTER-TEL'S APPLICATIONS PLATFORM

TAILOR MADE SOLUTIONS THAT GO BEYOND THE STANDARD "OFF THE SHELF" SOFTWARE. PROVIDING THE ULTIMATE IN CUSTOMIZED PROGRAMMING AND FLEXIBILITY TO BETTER SERVE YOUR NEEDS.

Are you looking for ways to customize your customer communications to help you streamline operations and improve customer service? Inter-Tel's new Applications Platform is a premier Interactive Voice Response (IVR) platform that integrates computer, telephony, Automatic Speech Recognition (ASR) and Text-To-Speech (TTS) capabilities for your customers. Inter-Tel's Applications Platform can support any number of customized applications that will fit your needs in virtually any type of business environment.

What can our Applications Platform solutions do for you?

- ▶ Build customized software applications that can effectively route calls to the appropriate personnel, provide basic account information to your customers and even help schedule appointments without the use of personnel
- ▶ Enhance customer service: Your company will be able to provide customers with a personal touch 24-hours a day—regardless of your business hours
- ▶ Flexibility: Supports optional Automatic Speech Recognition (ASR), Text-To-Speech (TTS) and Fax
- ▶ Increase productivity: By taking on part of the workload, our applications can provide employees with more time to work on more complex issues
- ▶ Rapid solutions: Design flexibility and customization options allow you to deploy Interactive Voice Response (IVR) solutions in record time

APPLICATIONS PLATFORM

INTERACTIVE VOICE RESPONSE

- ▶ Automates call handling
- ▶ Connects interface with remote touchtone telephones
- ▶ Performs record keeping
- ▶ Executes transactions—including recording customized messages—without using manpower

SPEECH RECOGNITION

- ▶ Callers can literally talk with your computers versus keying in touchtone digits
- ▶ The voice interface does not require voice training, so your speech-enabled IVR applications can be simple or complex depending on what your needs dictate

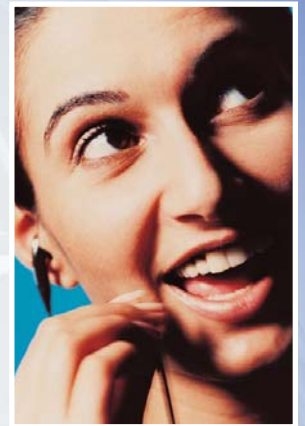
TEXT-TO-SPEECH

- ▶ Reduces costs and increases productivity by replacing human recordings
- ▶ Converts textual information into detailed, personalized, spoken information
- ▶ Enables customers to obtain information—even directly from your database—by simply using a touchtone telephone

VERTICAL INDUSTRY USE

Many industries can realize the advantages of automating processes by deploying flexible and customized IVR applications

- ▶ Healthcare
- ▶ Financial, Brokerage & Banking
- ▶ Retail & Wholesale
- ▶ Automotive Dealerships
- ▶ Education
- ▶ Insurance
- ▶ Travel
- ▶ Hospitality
- ▶ Legal



Inter-Tel's Applications Platform package includes high performance hardware, state-of-the-art enabling technology, integrated IVR capabilities and an application starter pack with two IVR scripts for general business use in a ready-to-use, turnkey system. The two IVR applications included are:

1. Caller Query Script—Prompts callers for appropriate data. Employees will receive the information they need exactly when they need it. It allows you to better identify your callers as they can be prompted for information such as account number, zip code or main telephone number.
2. Call Me Back Script—Provides callers with the option of continuing to hold for a representative or having someone call them back. As soon as an agent is available, the software will route the message and dial the customer's number.

At Inter-Tel, we recognize that each organization has different computer telephony needs. The Applications Platform is flexible and allows for tailor-made applications to be created. You have the choice of having your custom applications developed by an authorized Inter-Tel partner or Inter-Tel's professional services group. Whichever route you select, the Applications Platform can support custom scripts and applications that will undoubtedly ease the challenge of meeting your customers' needs in a personable, expedient and cost-effective manner.



7300 West Boston Street
Chandler, AZ 85226
(480) 961-9000
www.inter-tel.com