

Automated Call Care

Hosted Call Center Solutions



USAN's hosted call center solutions improve call center ROI by connecting people with information more quickly and intuitively, increasing customer loyalty, and reducing operational costs.

Customers in many industries are demanding faster self-directed access to information. That means enterprises need to deliver self-service tools, and inbound and outbound call handling that connects customers and prospects to the information they seek, quickly, efficiently and accurately. USAN Automated Call Care solutions are ideal for enterprises to reach more people faster, giving customers access to useful, relevant information 24x7x365. USAN Automated Call Care solutions enhance customer service and satisfaction while reducing administration costs with easy-to-use solutions that allow enterprises to avoid unnecessary hardware and software maintenance.

USAN's Automated Call Care solutions ensure consistent user experiences with well-crafted IVR interaction scripts for each application. USAN consultants have tremendous experience with call scripting and can assist with developing effective application scripts that are easy for customers to use, and share best practices to help enterprises achieve their individual business goals.

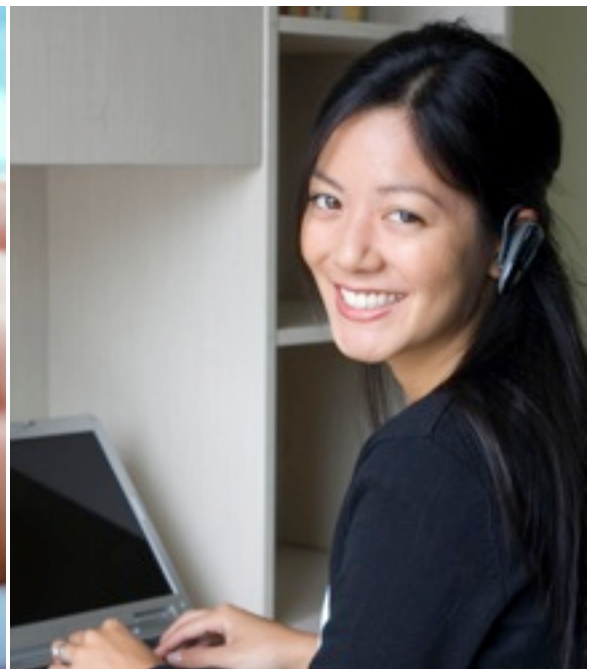
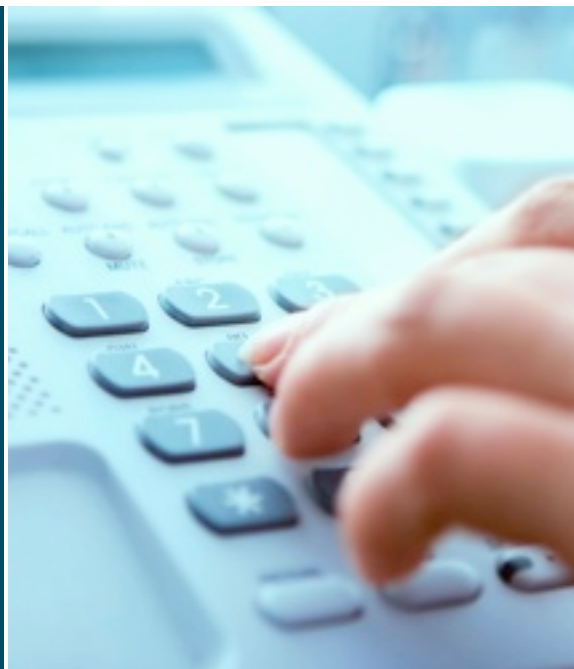
Courtesy Dialer

USAN's Courtesy Dialer can be used to simply deliver mass messages to large volumes of people quickly and efficiently, or it can be integrated with USAN's robust, state-of-the-art IVR platform to create automated interactive call sessions. When integrated with the IVR, customers can interact with a menu of options and messages to conduct business and access relevant information. Customers and prospects can also leave information that can be collected in a database and then used by the enterprise for increased customer care and future calling campaigns.

The flexibility of the service enables enterprises to set unique rules for when calls are answered by answering machines or humans. When answering machines pick up the call, USAN's advanced answering machine detection program can either terminate the call or leave a specialized message, different from what a human would receive. This ensures relevant information is conveyed in the context of how a call is answered.

USAN Automated Call Care solutions are ideal for services such as:

- Pay by phone, balance transfer and other account management capabilities
- Appointment and service reminders
- Reservation confirmations
- Flight arrival time checks
- Fraud protection
- Customer notices and voice broadcasts
- Administering polls or surveys

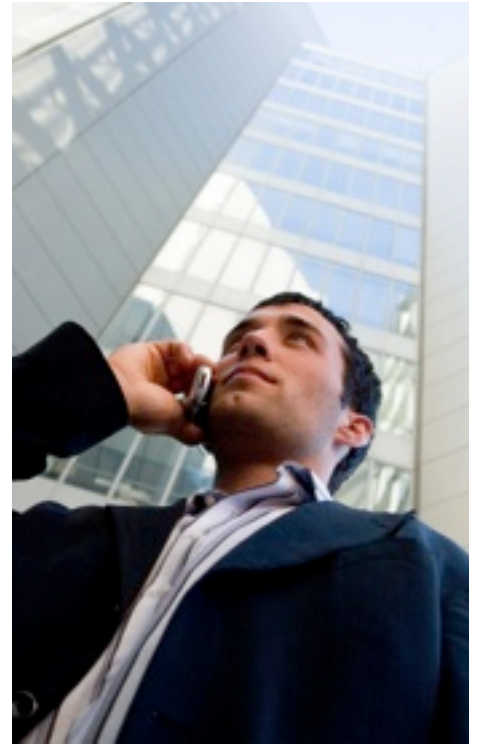


IVR

USAN's IVR is fully customizable and capable of managing the most stringent call-flow requirements. Its advanced call-flow logic platform integrates with a business' client records to provide enhanced, caller-specific services. It utilizes advanced speech recognition and touchtone technologies to provide a fast, easy and efficient way for callers to access the information they need.

The USAN IVR can be configured to support a broad range of speech-enabled capabilities including discrete and continuous recognition, advanced grammar, multiple recognitions, text-to-speech (TTS), voice print verification, and speech application development services including grammar and persona design, and application tuning – from basic press-or-say applications to directed dialog and complete natural-language applications.

The preparation of these conversations (the design of the dialog and its flow) is critical. For calls to be successful, and callers to feel satisfied, they need to understand what to say, and in return, the IVR must understand the caller to complete the intended task. USAN developers are experts at this design task. USAN will work with an enterprise to understand how their customers ask for information and what data is supplied so they can help create the most beneficial service possible.



Easy-to-Use Web Management Portal

Enterprises can configure their Automated Call Care solutions and campaign management through USAN's easy-to-use, web-based tools. This allows them to fine-tune their calling campaigns by changing application features and business-defined call rules.

Integrating with USAN Live Agent Care

USAN's automated call solutions provide a lower cost per transaction than calls utilizing live agents. When USAN Automated Call Care is integrated with live agent services, it reduces call-center labor costs by only rolling over calls to agents when necessary. Call centers can staff a smaller agent pool as many calls can be handled effectively with the automated self-service features. Enterprises can also improve sales performance by better qualifying leads and delivering these leads directly to agents when business rules dictate. This more efficient use of agents allows them to focus on higher-value interactions with customers.

USAN's IVR platform integrates with all major computer telephony interface (CTI) systems via a standard route request or custom integrations. Reverse screen pop and inter-business transfer allow calls to be transferred from an agent at a call center back to the IVR or to another agent at a different call center with the call context present (account number and associated information).

About USAN

USAN provides a portfolio of world-class SaaS contact center solutions to enterprises and carriers over a high-availability (99.999%), fully redundant infrastructure. The USAN platform in the cloud offers comprehensive products from automatic call distributor (ACD), interactive voice response (IVR) with speech, outbound dialer, workforce management, call recording to Vision reporting. Since the USAN platform is delivered via a Software-as-a-Service (SaaS) model, clients reduce costs and have the latest contact center technologies. To learn more about the USAN difference, visit www.USAN.com.



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