

4090002
May, 1999

Stratagy Enterprise Server with Interactive Voice Response

Interactive Voice Response (IVR) gives voice to a computer database. It connects your information directly to those who need it most: customers, employees, or vendors. It provides information to callers, anytime, day or night. It can retrieve and update information on a computer system, based on a phone number, account number, invoice number, package tracking number, or other vital information.

IVR is a cost-effective method of expanding business hours, improving customer service and broadening an account base. And it accomplishes all this without adding staff. It also serves to eliminate much of the mundane and repetitive tasks responsible for staff turnover. Existing staff can spend more time providing attentive, detailed customer service to those that need the personal touch. And with IVR, companies can alleviate the problem of slow response or abandoned calls.

Rapid Return on Investment

IVR can provide the quickest return on investment of almost any capital expenditure a company makes. In many cases, for less than the cost of one full-time employee, a Toshiba IVR system can service as many as 4, 8, 16, 24, 48 or more customers at the same time, 24 hours-a-day. Factor in less quantifiable benefits, such as customer retention, and IVR can literally pay for itself before the system has even been billed.

Increased Customer Service

Stratagy ES IVR applications help create or maintain your competitive edge. IVR helps you provide your customers with outstanding service while increasing employee productivity. Every incoming call gets answered right away and the caller can easily get the answers they need. With the touch of a button, callers have direct access to appointment scheduling, account balances, or even attendance records, anytime, day or night. Stratagy ES IVR helps collect information from customers to update and maintain accurate records so your business can run at peak efficiency.

Technology Tailored for Your Needs

All IVR systems have customized software to fill specific business requirements. Semi-custom or “off the shelf” packages must be modified to allow for the differences in how each company does business. With Toshiba IVR, the customer is directly involved with deciding exactly how the IVR system will interact with their callers.

Together with a Toshiba IVR sales representative and a Value Added Developer (VAD) the customer will choose the words, the vocal talent, the tone of voice the system uses with callers and exactly which information you will provide and how.

Toshiba America Information Systems, Inc.

Telecommunication Systems Division
9740 Irvine Blvd., Irvine, CA 92618-1697 (949) 583-3700
<http://telecom.toshiba.com>

Information Now - Anytime, Anywhere

Strategy ES IVR consistently answers the phone, greets and prompts callers, and provides the caller the information they need, 24 hours-a-day, 7 days-a-week¹. Toshiba IVR provides “extra manpower” to cover the phones outside of regular business hours, to supplement the current staff level, or to let employees concentrate on more complex problems.

Business Functions that Benefit from IVR	What Strategy ES IVR Would Say to Your Customers
Account Inquiry	Your 401k account balance is \$25,323.41.
Automobile Repair	Your 1989 Volvo 740 GL will be ready after 3 PM today. Your total is \$253.41. If you will be picking your car up before 5 PM today, please press 1 now. To arrange for after-hours pick-up, press 2 .
Benefits Administration	Your ACME Employee Benefits are now changed as follows: Medical coverage is changed from HMO to PPO. Life insurance supplement benefit is increased to \$250,000. An extra \$34.51 per pay period will be deducted from your paycheck.
Corporate Training & Education	Jane Doe, employee number 238491, is now registered for Class # 313, “Advanced Database Design.”
Credit Inquiry	Your available credit is \$3,461.42. Last payment received Dec. 16, 1998 was \$247.28.
Dispatch/Driver Reporting	Hello, John, please enter the ZIP Code of the city you are in. Please enter the mileage since the last call. Please take the truck to the Acme Service Center for an oil change after your final delivery on Jan. 22, 1999.
Field Service Dispatch	Thank you, John. Next service call is ABC Widget Company, 327 S. Broadway, Anyville. Phone (999) 555-1111. Contact: Susie Smith. Problem Code: 432. Truck Stock report shows you have quantity three of Part 194730, Square Beige Widget, the most common solution.
Financial Services	Your checking account balance, as of May 3, 1999, is \$3,462.24. For the last five payments or withdrawals, press 1 . For the last five deposits or credits, press 2 . To transfer funds between accounts, press 3 .
Medical/Dental Appointments	This is Doctor’s Medical Office calling. This is a reminder for your Annual Physical appointment tomorrow at 2 PM, Thursday, April 8, 1999. If you plan to be there, please press 1 now. If you need to reschedule, press 2 .
MIS Dept. Help Desk	You are not calling from your normal extension. If there is a problem with your phone, press 1 . If not, press 2 .
Order Entry & Inquiry	Order Number 87340 has 15 line items, for a total of \$925.63. You have authorized partial shipments. Your order was shipped Dec. 1, 1998, except as follows: Quantity 4 gross of Line item 4, Product Code 7438109, Raspberry Red votive candles, was shipped Dec. 1, 1998. The remaining 13 gross will be shipped Dec. 8, 1998.
Payroll Administration	You currently have eight vacation days and three sick days available. Your Federal Income Tax bracket is 34%. You currently claim five dependents on your W-2 form.
Product/Service Locator	John’s Widget Sales & Service Center, at 333 North Main Street, Anytown, USA, received a recent shipment of Pink Widgets. The phone number is 999-555-1111. If you would like to talk to John’s Widget Sales & Service Center, please press 1 now.

1. System may not be available during certain backup or upgrade processes, depending on Customer requirements.

Call Center Solutions from Toshiba

Stratagy ES IVR is part of a broad family of call center solutions from Toshiba. To help you build an effective, service oriented Call Center; Toshiba offers Call Center products including Screen Pop, Computer Telephony Integration (CTI), Automatic Call Distribution (ACD), Voice Mail, Automated Attendant (AA), and Unified Messaging (UM)¹.

Open Architecture System

The Toshiba Stratagy ES Communications Server is an Intel® Pentium®-based processor running Microsoft® Windows NT® Workstation or Server operating system. The processor type and operating system version installed are based on the application requirements. We use industry standard hardware and software to ensure flexibility in both basic system software design and application level tools. For example, we use Dialogic® voice processing cards for the telephony interface and a 3Com® Ethernet card for Transmission Control Protocol (TCP)/Internet Protocol (IP) network interfaces.

This platform can easily take advantage of enhanced service offerings such as fax, speech recognition, and text-to-speech as they become available.

Proven Toshiba Reliability

Toshiba backs each Stratagy ES IVR system, including the Custom Application Software, with a two-year parts & labor warranty, the strongest warranty in the industry. Toshiba has carefully chosen quality components and thoroughly bench-tested all hardware components for reliability. Stratagy ES IVR includes a robust, Pentium-based processor, Random Access Memory (RAM), color monitor, keyboard, and mouse (contact your Toshiba Dealer for details).

In addition, each system comes with an Ethernet Local Area Network (LAN) card and internal 56kpbs modem to ensure reliable high-speed administration and maintenance access. Stratagy ES hardware is Underwriters Laboratory (UL) listed and Federal Communications Commission (FCC)² approved. The required Uninterruptable Power Supply (UPS)³, Backup Sub-System⁴, and the optional printer are also available through your Toshiba Dealer.

1. Unified Messaging - future option.
2. FCC Part 15.
3. UPS is required for system warranty.
4. Backup Sub-System is required for system warranty.