

adportas
CCKall
IVR Manager 8



Interactive automatic telephone response system

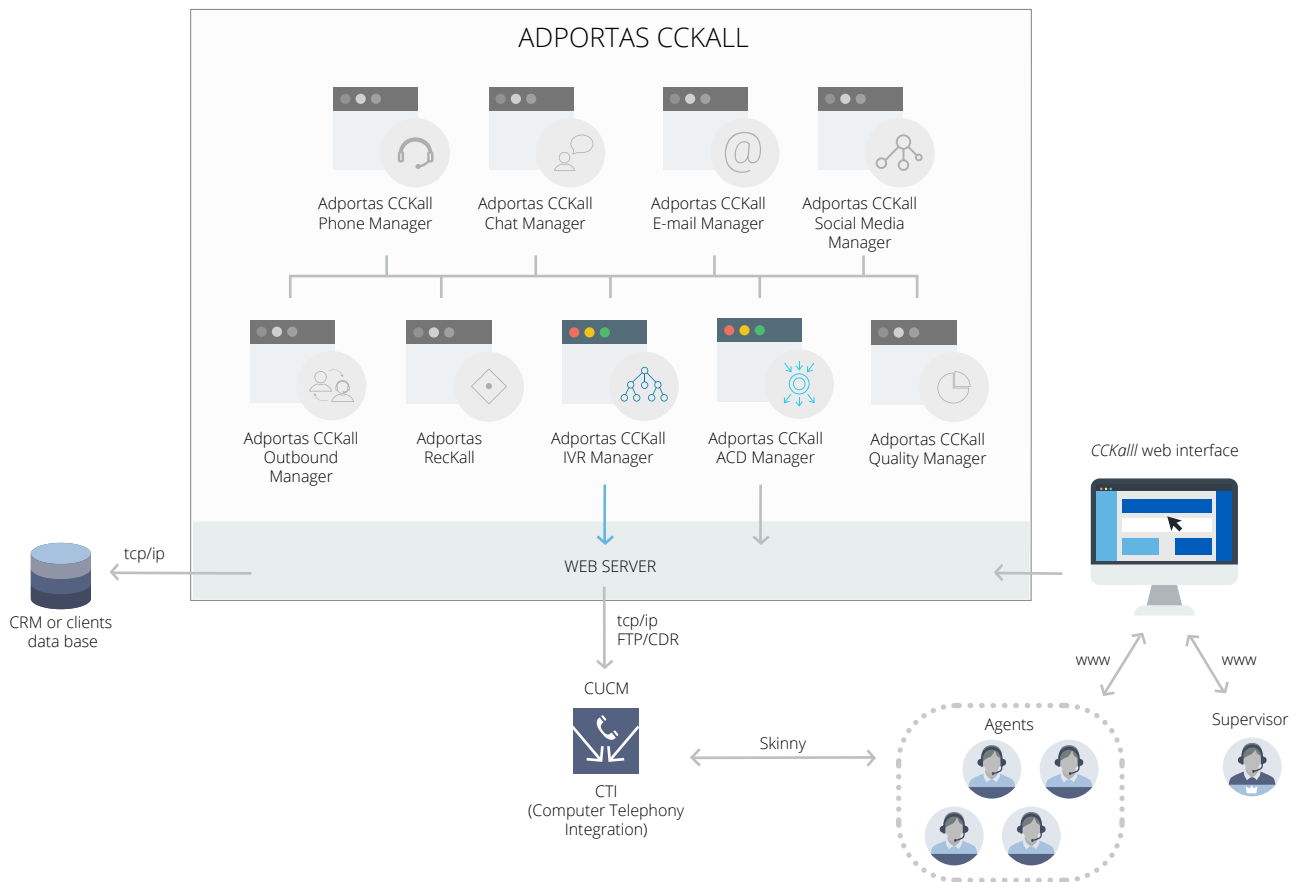
1. Description.

Adportas CCKall IVR Manager is an automatic interactive voice response (IVR) system for telephone calls, capable of reproducing prerecorded voice messages that interact with a user-placed call.

Adportas CCKall IVR Manager generates automatic telephone assistance trees via DTMF tones that optimize telephone assistance resources, with optional input of complementary data for client management (e.g., entering ID or user ID numbers), redirecting to numbers, validation of entered data, menu and submenu creation. Additionally, it offers expansion and modification flexibility, if required.

Adportas CCKall IVR Manager together with *Adportas CCKall ACD Manager* direct calls to the most apt agent able to cater to the specific needs of each client, emitting various kinds of prerecorded messages such as greetings, on hold, outside business hours and rescheduled return call, in case any of these apply to queued calls that exceed the maximum configured time on *Cisco CUCM*.

2. Adportas CCKall IVR Manager architecture.

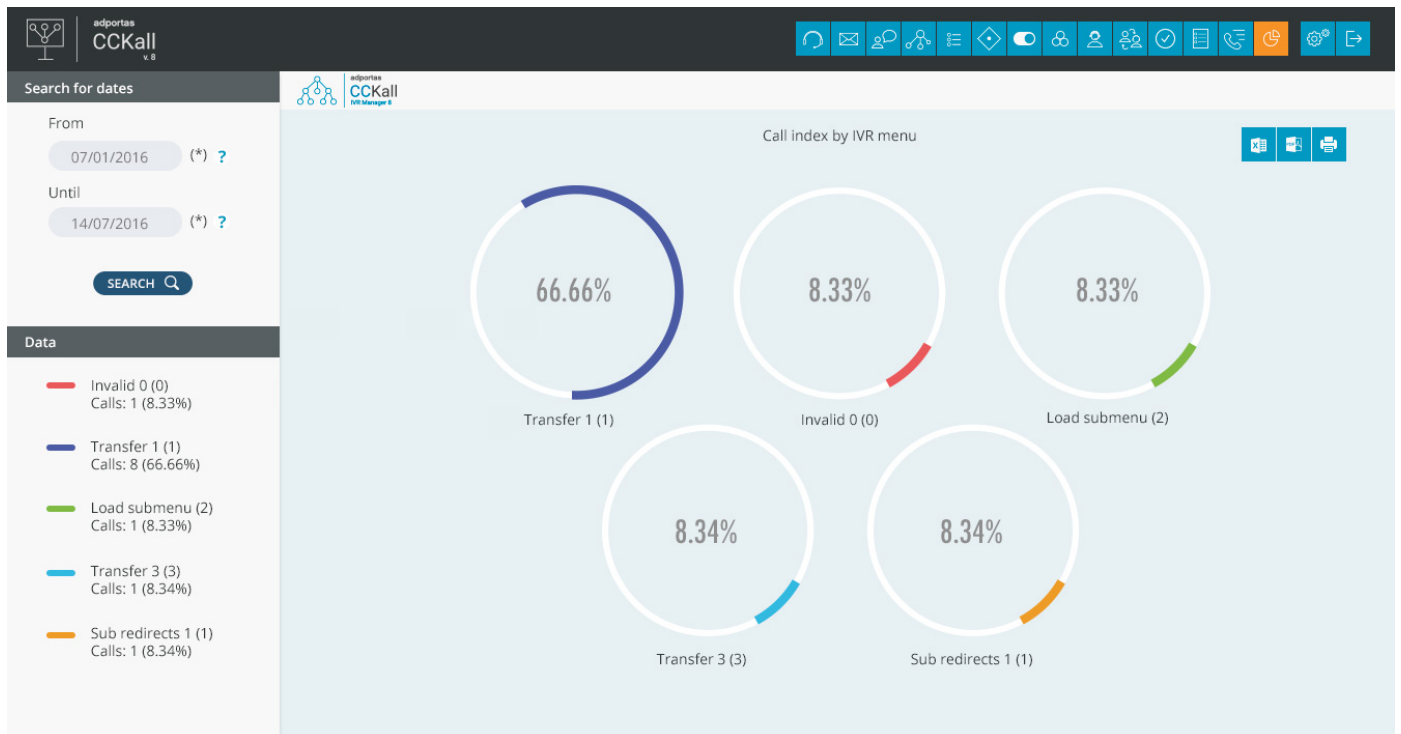


3. Adportas CCKall IVR Manager main functionalities.

- 3.1 Automatic call answering
- 3.2 Greeting message (optional)
- 3.3 Outside business hours messages (opcionales)
- 3.4 Generation of navigation trees
- 3.5 Navigation via DTMF tones
- 3.6 Reception of data via DTMF for composed inquiries to external SQL databases
- 3.7 Basic TTS for information delivery (e.g., bank account balance, invoice status, shipping, etc.)
- 3.8 Improves telephone contactability rate
- 3.9 Increases telephone assistance hours
- 3.10 Maximizes human assistance resources
- 3.11 100% automated responses for data collection (e.g., balances)
- 3.12 Increases business service levels

4. Adportas CCKall IVR Manager statistics reporting interface.

Adportas CCKall IVR Manager has an incorporated statistics feature within the functions menu, producing a graphic with those selected options during the final user's DTMF navigation and the corresponding menus. A date range must be then selected for its analysis, resulting in a graphic with the corresponding information.



There is also the option of downloading an *Excel* file with the information from calls between the dates indicated. This file will include the details of all calls received by *Adportas CCKall IVR Manager* with the incoming ANI (emitter number) and the destination number associated to *Adportas CCKall IVR Manager* (recipient number), including the option selected by the user and the corresponding date.

Example:

	A	B	C	D	E	F	G
1	Action ID	Button	Menu name	Action	Sender number	Receiver number	Date
2	4	1	menu_ini	Redirect call	1120	1100	11/07/2014 13:51
3	4	1	menu_ini	Redirect call	1120	1100	11/07/2014 14:55
4	9	0	menu2	Hang up	1120	1100	11/07/2014 15:29
5	6	2	menu_ini	Load submenu	1120	1100	11/07/2014 15:31
6	10	1	menu2	Load submenu	1120	1100	11/07/2014 15:31
7	7	0	menu_ini	Hang up	1120	1100	11/07/2014 15:33
8	4	1	menu_ini	Redirect call	1120	1100	15/07/2014 12:23
9	6	2	menu_ini	Load submenu	1120	1100	15/07/2014 12:24
10	9	0	menu2	Hang up	1120	1100	15/07/2014 12:24
11							
12							
13							
14							
15							

Requirements

Adportas CCKall IVR Manager server

Linux Centos server (recommended) version 6.8 or higher, with 500 GB minimum capacity
 CUCM version 6.8 or higher compatibility
 IP telephones supporting XML and CTI control

Creation of CTI application user in Cisco CUCM

Creation of CTI ports in Cisco CUCM according to simultaneous calls flow generated

Creation of two additional CTI ports for "hoursmusic" and "waitmusic"

Adportas CCKall hardware requirements

10 to 50 licences

CPU: Quad core or higher
 RAM: 16 GB or more
 Drive: 500 GB or more

100 to 400 licences

CPU: Hexa core or higher
 RAM: 24 GB or more
 Drive: 1 TB or more