

Telephony & Database System Integration

Many of our clients today have a distinct interest in creating ways for their employees and customers to interact with their business, on demand and from anywhere. The Internet has much promise but in reality is years away before it becomes readily available to all people at all times in all places. It serves a great purpose and our solutions always integrate well with that environment. The phone, however, fulfills that requirement. Everyone in business is near a phone and needs zero training on how to use it. In many cases, the phone is as close as a person's hip (cell phone). So far, the Internet has yet to fulfill this convenience and ease of use requirement. After all, it is just the same software we have been developing for years, except with a browser as the interface. Our belief is that the combination of this powerful medium, along with a traditional technology creates the greatest flexibility and most complete solution for any business process.

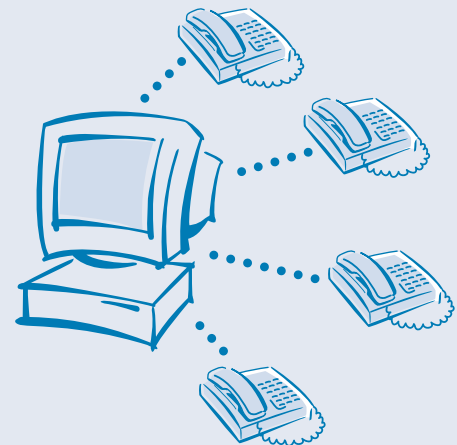
IVR (Interactive Voice Response) has been around for more than two decades. Many companies have abused it over the years to the point where people think of "voice mail jail" or "menu hell" when they hear the term IVR. Although there have been many abuses of this incredible technology, there are a few companies out there who have learned how to be more human in the creation of their voice response systems. Voice4net is one of those companies.

Before we begin a project we learn your business first. We visit with people in the field who will be using the system. We asked questions that get us directly to the actual needs and we implement those items first. In many cases, we are able to implement solutions within just a few days. We then begin the value add process of creating solutions that will increase productivity, increase availability of information and increase interaction of the humans with the database of a company. The final creation ends up being a system that people enjoy accessing because of its simplicity, convenience and speed. This was supposed to be the promise of the entire information age! And this promise can be and is delivered on a regular basis when the right people are involved.



Custom IVR

We have the most fun creating new and useful tools for our clients that integrate telephony and database systems. We can do systems as small as 4 ports up to several thousand ports. Our N-tier architecture allows us to scale up to an unlimited number of ports in most situations. We have good carrier relationships and redundant co-locations environments that allow us to host most of our client's projects. This gives the client a very fast speed to market and larger port availability without the huge capital expense of buying, building and supporting IVR systems in house. We do on occasion build an in house system for a client depending on the solution; however, most of our client's have found that the hosted (outsourced) version works much better.



www.voice4net.com

