

CallBack Solution

Losing customers because they are fed up waiting for their call to be answered?

Customers annoyed by the time their call is answered because they have had to wait so long?

Missing your customer's calls because they are calling outside business hours?

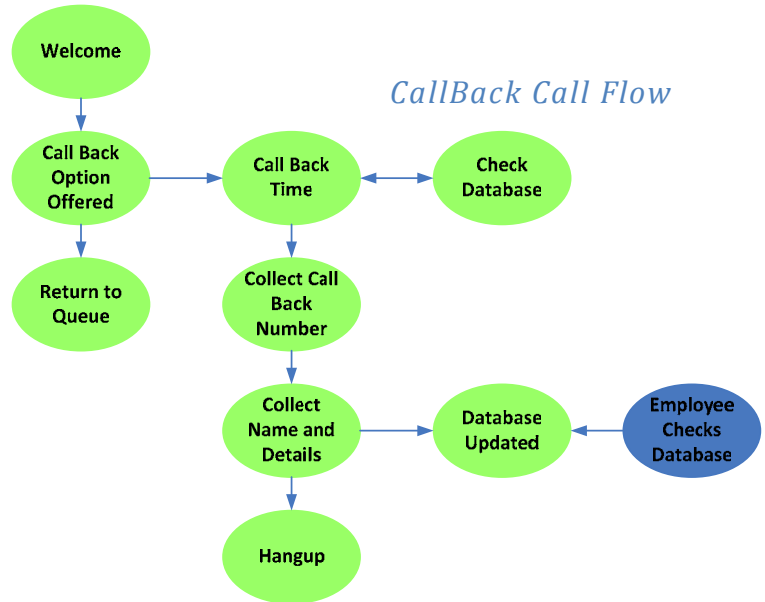
Implement Inference's CallBack solution and give your customers the option to leave a message and be called back at a time that suits both you and your customer.

- Your customer nominates a preferred time to be called back and that time is checked against a table of available times maintained internally before a CallBack is scheduled.
- The customer is able to leave a brief description of the query which ensures the most appropriate person can make the CallBack.
- Callers outside business hours can schedule 'Callbacks' for a time that suits them and the business.

A Caller to your business is waiting in a queue waiting for their call to be answered, or has called the business outside business hours. The caller is;

1. Offered the option of scheduling a time to be called back.
2. Caller is asked to nominate preferred time for the call back.
3. The system locates the most appropriate call back time from those available.
4. The caller agrees a time and then provides phone and call details to the system for the call back.
5. A nominated employee is automatically notified that they have a call back to make.
6. The caller is called back and the employee closes the record.
7. Note: The business maintains an online calendar with the number of employees and the times they are available to return calls.

The Calendar used to determine employee availability for call backs will only allow call backs to be scheduled when there are appropriate resources available to make those calls. It will not allow commitments to be made which cannot be met by the business.



Inference Communications is a provider of sophisticated speech recognition solutions. Speech recognition is being used by businesses to automate a whole range of transactions. The benefits of speech recognition (when done well) include:

- An affordable means of offering 24*7 services
- A repeatable scalable service
- Easy access for mobile customers
- A source of rich customer data
- A flexible service that is easily maintained

Inference solutions are special because they are developed and maintained with award winning technology that is exclusive to Inference.

SmartSpeak is a leading provider of interactive speech managed services, specialising in hosting dynamic text-to-speech, speech recognition and interactive call flow services built to VoiceXML or vxml standards. SmartSpeak's managed service solutions make sophisticated speech solutions simple.

This is a fully hosted, out of the box solution. Calls maybe processed by the SmartSpeak Platform which is configured for optimal performance and is fully redundant.