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# **Interactive Information System**

**Also Know as Interactive Voice Response (IVR)**

***More than a Voice Response***

***– it is an Information Center and Call Processing Solution***

## **Purpose**

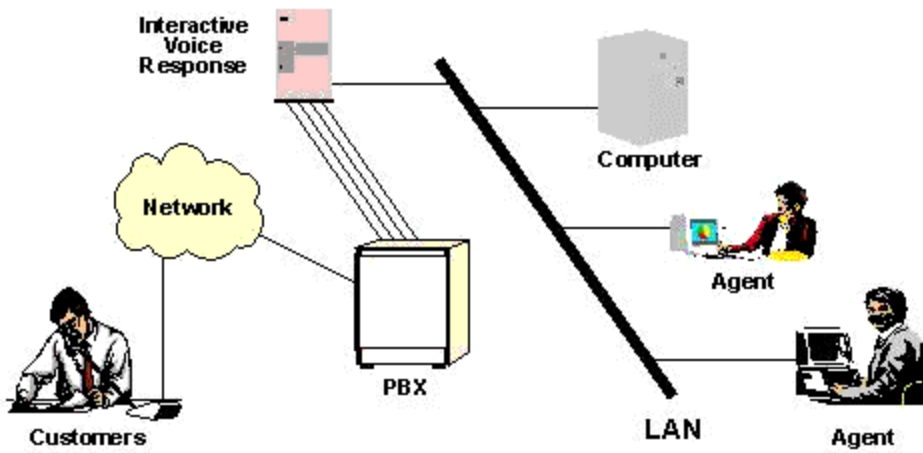
An Interactive Voice Response System is designed to automate a wide range of services and data requests. Customers, potential customers, and employees can call into your organization or department, using a touch-tone telephone. A caller can ask questions, and make requests for information which can be instantly responded to, through voice, fax back, call back, pager or e-mail back. More sophisticated IVR solutions allow the user to manipulate and modify data that resides on a computer. Some of these solutions include:

- Account balances and transfers
- Account payments
- Benefits Enrollment
- Marketing surveys
- Order entry and processing
- Personnel screening and recruiting
- Scheduled Outcalling
- Speech Recognition
- Time scheduling

ComTek provides a complete solution including:

- Customized Planning and Design for your organization
- Customized application development
- Database access and design
- Turn-key Hardware Integration
- System administration and monitoring
- 24 hour a day support

# Interactive Information System



## How it works

The IVR is connected to either a PBX or Centrex service and implemented at the organizations site. This may be centralized in one location, or distributed throughout the organization. Calls are “received” by the IVR, and the caller is directed for the next step. This may be through a series of key presses on a touch-tone phone or the caller may optionally speak the selections when prompted.

The IVR may be connected to the organizations data processing systems for automated and unattended access to information that would normally require a customer service or sales person to help with on the phone.

Virtually any information that an organization wants to provide may be programmed in the response. Callers may for instance, move money between accounts, make withdrawals, or enroll in a benefits plan.

## Benefit

- Industry Standard Components
- Scalable Architecture
- Turnkey Customized Solution to meet your specific needs
- Easy to maintain
- 24 hour access for your customers to interact with you

For More Information:



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