



Interactive Voice Response with *mrs*

mrs IVR Features

Feature
IVR / Automated Attendant
Call Flow Editor <ul style="list-style-type: none"> Resource-Management („prompts“, „grammars“, „application“, „dial-numbers“, „time-profiles etc.) Call flows for different schedules (e.g. day / night mode) Sub Applications Large gallery of building blocks („boxes“) Switch between Applications Binding of applications to any dial-number
Variable Handling <ul style="list-style-type: none"> Variable Types integrated Default Variables (e.g. caller, callee, redirected) Variable handling via GUI-Boxes
Voice Prompts <ul style="list-style-type: none"> Barge-in Dynamic grammar recognition Support of large vocabularies Synthetic prompt generation (Text-to-Speech) Pre-recorded prompts including management tool Multi Language Support for Prompts
Connectivity to other systems <ul style="list-style-type: none"> ODBC Call Forwarding via Blind transfer or Supervised transfer
Caller/Callee identification
DTMF dialling
Unified Messaging Integration
Incoming calls can be forwarded to the following destinations: <ul style="list-style-type: none"> Voice mail mailbox Central postmaster Predefined phone number Phone number to be entered by the caller Mult. Fwd. destin. can be offered to the caller
Interception of user entries that have not been executed
Alternative destinations can be defined in case the forwarding fails
PBX independent based on the following protocols <ul style="list-style-type: none"> QSIG DSS1 Cornet-N/NQ National-ISDN1 4ESS 5ESS Cornet-IP SIP H323
Support of ASR and TTS <ul style="list-style-type: none"> Nuance Realspeak Telekom Nuance Open Speech Recognizer
Reporting
Statistical data of the Unified Messaging System can be evaluated
12 predefined statistics are available in Crystal Reports Format for Fax, Voice, SMS, FOD
Customer-individual reports can be created
Standard Reporting Tools can be used for this purpose
SQL Database Interface for individual reports