



VoiceWeb presents

Voice Ordering

“What would you like to order today?”



Description

Voice Ordering is a Speech Recognition-enabled product, which automates telephone orders. Customers' calls are routed to a wizard-like, customized menu and guided through the simple ordering process. Voice ordering applications are unlimited, ranging across a large number of industries.

Benefits

Improved Customer Service Quality

- Exceptional Interface Design - No Tree-like Menus
- 24x7 Service Availability - Zero Waiting Times
- User Friendly & Personalized Communication
- Consistent Quality of Caller's Experience

Operating Cost Savings

- Highest ROI in the Contact Center Marketplace

Business Innovation

- Strong Differentiator Factor
- Brand Equity Enhancement

Increase in Service Efficiency

- Faster Call Handling - No Lost Calls
- Scalability: Modular design & open architecture ensure that ever evolving business needs are met
- Cross-Selling Opportunities

Product Highlights

- Speech Recognition Enabled
- Exceptional Caller Experience
- High Automation Rate
- Wizard Style Process
- Management Console
- Seamless Integration with multiple ERPs
- Multilingual
- Can be customized to multiple products and industries
- IVR Platform and Speech Engine Independent
- Flexible Business Models (pay as you save, full ownership, hybrid)

Functionality

Order Placement

New orders can be placed by selecting products and their quantities from multiple categories.

Order Status

Order status as well as other useful order related information are available.

Order Cancellation

Depending on the order status, orders can be canceled.

Order History

History of orders placed as well as additional information (Date Placed, Date Delivered, Cost, etc.) is offered.

Price Inquiry

Information about product prices based on caller's location is provided. Location may be automatically detected or specified by the callers.

Management Console

New product lines, categories, items, prices etc. may be added, deleted or edited using the console. Changes become available to the customer in real-time.

Basket Control

Several orders can be placed during the course of a single call and handled as a single order. Orders can be reviewed before submission. An add / remove feature is also available.

Call Center Connectivity

A call center with live agents may be used either as a fail-over or as a supplementary service.

Advanced Logging & Reporting

A web console provides detailed logging and reporting information regarding service usage and key performance indicators (KPIs).

SMS Notification

An SMS with order tracking information can be sent to the mobile number specified by the user.

Call Recording

Call recording can be set from the administrator on-demand, aiming at an ongoing monitoring of the service quality. Call recording may also be used as proof in case of dispute.

About Voiceweb

VoiceWeb is an international **Speech Application and Mobile Marketing Provider** with offices in 7 countries. VoiceWeb develops and operates a variety of cutting-edge **Voice, SMS, Web, Video and Smartphone** applications that create new revenue opportunities and improve customer satisfaction. VoiceWeb is committed to providing next generation interactive value-added and customer care services to its clients so that they can enhance their relationships with their customers.

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