

Voice communications are critical for supporting messaging infrastructure in many enterprises. Technologies to support voice alerts for various critical events and the capability to respond back to these from a touch-tone phone add options for mission-critical notification. TelAlert® Voice functionality for outgoing messages and incoming Interactive Voice Capabilities (IVR) allows a robust solution for voice notification when text messaging is not available.

BUSINESS CHALLENGES

Ensuring guaranteed delivery of messages to the right person and the availability of a two-way response option is a requirement for any urgent notification system. Optimizing messaging environments with voice provides a solution to the challenges faced by enterprise professionals. TelAlert Voice supports any touch-tone phone, allowing you to reliably retrieve updated information from the field anytime and anywhere.

TELALERT VOICE

The TelAlert Voice Server is a distributed application that manages both recorded and synthesized speech. This can be used for inbound and outbound interactive voice messaging. The TelAlert Voice Server integrates directly with the Mission-Critical Messaging Server.

IMMEDIATE COST BENEFITS

TelAlert Voice reduces time-to-resolution by providing the option of using any kind of phone, reaching mobile personnel anytime. Easy-to-understand and natural sounding voice menus help users retrieve updated problem ticket status and continuously update systems with any new information. Guaranteed message delivery to the right person raises the level of customer service a business can offer.

TEXT-TO-SPEECH (TTS) OPTION

TelAlert TTS utilizes leading speech technologies, including Microsoft Windows SAPI (Speech Application Programming Interface) services and AT&T's Natural Voices speech synthesis software. Unlike recorded voice that is limited by vocabulary, TelAlert TTS lets you speak any message text issued by an application or manually entered with TelAlert/CM web-interface or command line.

Other TTS "voice font" files are available to have the synthesized speech use male or female intonation, and to have it use English, French, German, or Spanish language pronunciation rules. Pronunciation rules can also be fine-tuned for speed or for individual word rendering.

TelAlert Voice uses configurable settings to follow call progress and react appropriately. It can recognize dial tone, busy and no carrier signals, special tones, and indications the call has been answered. These abilities give it the flexibility to work with varying phone systems and navigate voice mail systems to leave recorded messages.

Allow more users to interact in your mission-critical processes

Speak any message generated by an application

Use voice menus to track message progress

Shorten time-to-response and time-to-resolution

Increase productivity and improve customer satisfaction

Meet Service Level Agreements

PRODUCT HIGHLIGHTS

TelAlert

“ We’re integrating TelAlert Voice with our help desk system so our technicians can respond via phone - guaranteeing even greater mobility and helping us deliver the quality of service our clients demand. ”

Kevin May
Engineer, OAO