



SpeechPlus Voice Dialler - “the power to connect”

The Macfarlane Telesystems SpeechPlus voice dialler uses the latest natural language speech recognition technology to ensure your callers are never kept waiting. They won't have to deal with complex menu options either – they just say the name of the person they want to talk to and SpeechPlus connects them – it's as simple as that !

Your callers are greeted by a professionally recorded friendly message and transferred to the person they've asked to speak to – if that person is not available, the caller will be given other options such as to leave a voicemail message, speak to a colleague etc and at any time they can transfer to a human operator

Similarly, SpeechPlus will offer the same connection benefits to your internal staff, without

the need to involve your operator connecting colleague to colleague internal staff calls. This practice can take up to 40% of your operators' daily time – ask themyou may be surprised by the response!

SpeechPlus gives your operators that time back to devote to offering higher levels of service to your external callers.

SpeechPlus will increase the availability of your organisation to 24/7 if you require, and will easily reduce the current morning and afternoon call traffic peaks that you probably experience at the moment.

SpeechPlus can support your operators in “overflow” mode and potentially reduce the need for additional headcount or, of course it could answer

all of your callers, all of the time!

Your staff are more contactable using SpeechPlus, as the system can easily be programmed with alternate destination numbers for changing work locations etc – calls can also be diverted, where sanctioned, to mobile phones, pagers and home numbers for “on call” individuals.

Your callers, external or internal, need only remember one number, irrespective of the number of site locations you have – SpeechPlus will also deal with general requests for brochures, forms, etc.

If you have multiple employees with the same name, for example two John Smiths, SpeechPlus will ensure your callers are always delivered to the right one at all times.

SpeechPlus offers the highest levels of call completion – callers’ accents or dialects are not a problem and your caller can transfer to a live operator at any time, so there won’t be any potential for frustration!

The ongoing problem of updating staff directories disappears with the introduction of SpeechPlus, which integrates seamlessly into your existing legacy databases such as MS Exchange, MS Active Directory and any others you may have that are ODBC compliant.

SpeechPlus gives your organisation a consistent and professional image on a 24/7 basis. All calls are answered promptly in a friendly natural

manner by a professionally recorded voice that your organisation can be proud of.

With the introduction of SpeechPlus, your switchboard is always potentially available; so that you’ll now have a true competitive edge in your market place.

SpeechPlus key system features and benefits

- ✔ Callers only need to know one contact number
- ✔ Recognises names, synonyms (Bob for Robert etc) and departments
- ✔ Offers varied contact options to callers
- ✔ Integrates fully with legacy directories and databases
- ✔ Consistent, efficient 24/7 availability
- ✔ Handles all internal call requests
- ✔ No need for printed or intranet directories
- ✔ Simple to install – usually within 24 hours
- ✔ Supports all PBX, Centrex, Featurenet or Call Centre infrastructures
- ✔ One system will handle calls for multiple sites
- ✔ Connects to any PABX



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