



Demand Voice CallBack Solution

Losing customers because they are fed up waiting for their call to be answered?

Customers annoyed by the time their call is answered because they have had to wait so long?

Missing your customer's calls because they are calling outside business hours?

Implement Demand Voice's CallBack solution and give your customers the option to leave a message and be called back at a time that suits both you and your customer.

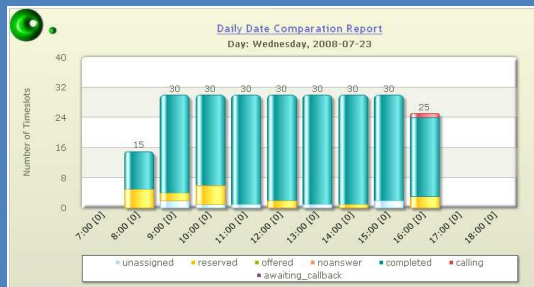
- Your customer nominates a preferred time to be called back and that time is checked against a table of available times maintained internally.
- The customer leaves a brief description of the query which ensures the most appropriate person can make the CallBack. A reference number is provided to confirm a CallBack has been made.
- Callers outside business hours can schedule Callbacks.
- Call Agents use friendly web interface displaying CallBack appointments to be processed.
- Simple web interface to manage CallBack parameters including agent availability, average time to complete call, appointment window size, length, days in advance and to generate reports.

A Caller to your business is waiting in a queue waiting for their call to be answered, or has called the business outside business hours.

Past Call Back Left (18)				Today Call Back Left (0)			
Time to Call	Call Duration	Status	No. of Attempted	Time to Call	Call Duration	Status	No. of Attempted
Mon 2008-07-21, 1200 pm - 1230 pm	10 minutes	awaiting_callback	5	There is no appointment left.			
Tue 2008-07-22, 1200 pm - 1230 pm	10 minutes	offered	3				
Wed 2008-07-23, 1200 pm - 1230 pm	10 minutes	calling	3				
Thu 2008-07-24, 1200 am - 1230 am	10 minutes	calling	2				
Fri 2008-07-25, 1200 am - 1230 am	10 minutes	noanswer	3				
Mon 2008-07-28, 1200 pm - 1230 pm	10 minutes	calling	1				
Tue 2008-07-29, 1200 pm - 1230 pm	10 minutes	calling	1				
Wed 2008-07-30, 1200 pm - 1230 pm	10 minutes	calling	1				
Thu 2008-08-01, 1200 am - 1230 am	10 minutes	calling	0				
Fri 2008-08-01, 1200 am - 1230 am	10 minutes	calling	1				
Sat 2008-08-02, 1200 am - 1230 am	10 minutes	calling	1				

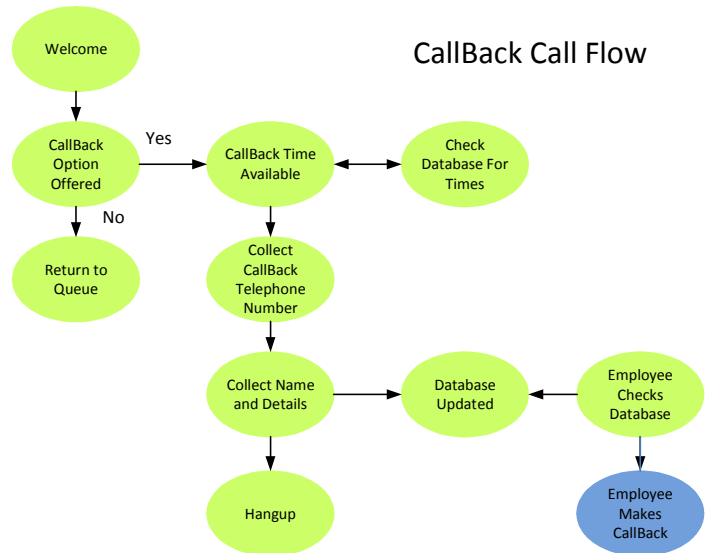
The caller is

1. Offered the option of scheduling a time to be called back.
2. Caller is asked to nominate preferred time for the call back.
3. The system locates the most appropriate call back time from those available.
4. The caller agrees a time and then provides phone and call details to the system for the call back.
5. A nominated employee is automatically notified that they have a call back to make.
6. The caller is called back and the employee closes the record.
7. Note: The business maintains an online calendar with the number of employees and the times they are available to return calls.



The Calendar used to determine employee availability for call backs will only allow call backs to be scheduled when there are appropriate resources available to make those calls. It will not allow commitments to be made which cannot be met by the business.

This solution is available as a fully hosted, out of the box solution. Calls maybe processed by DemandVoice which is fully redundant and pre-configured for optimal performance.



Inference Communications is a provider of sophisticated speech recognition solutions. Speech recognition is being used by businesses to automate a whole range of transactions. The benefits of speech recognition (when done well) include:

- An affordable means of offering 24*7 services
- A repeatable scalable service
- Easy access for mobile customers
- A source of rich customer data
- A flexible service that is easily maintained

Inference solutions are special because they are developed and maintained with award winning technology that is exclusive to Inference.

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DemandVoice, LLC is a voice application hosting company based on open standards like VoiceXML providing customers benefits like portability, no large capital expenditures, fastest time to market, and protection for their software investment. We're experts in Operations and offer telephony Infrastructure as a Service (IaaS).

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