

I don't receive Health Benefits  
or Take Days Off



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## Unusual Applications For ODTVision Self-Service IVR Applications

The fun part about selling and supporting the ODTVision VRU solution is our customers vary in how they use this customizable interface to match their business needs for self-service. In this month's newsletter, we are going to cover some applications that could help your organization no matter what type of business your firm does and shows the solution's versatility.

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### Centralized Time Clock

One of our clients is a large metropolitan school district that installed the ODTVision VRU to serve as a centralized time clock for hourly employees. The personnel records are located on an IBM iSeries/AS400 database tables. The ODTVision is connected to these data records through an ODBC connection established with IBM Client Access. Requirements of the applications include:

- Ability to customize and maintain system in-house
- Security with the logging in and out of Personnel
- Requirements for hundreds of hourly employees to post clocking in and out
- The ability for the unit to determine if this employee has more than one job functions, and if they do...post which job functions this employee is currently doing
- Check to see if employee is required to post in and out for lunch
- Random security questions

We helped in the beginning with the creation of the base script for the centralized time clock application but the school district personnel has taken over the applications that have been in existence over the past several years. A key benefit that the centralized self-service application provided was the instant knowledge at any time who was on the clock and who wasn't. This allows the district to act from the centralized office if key personnel is missing. In addition, if personnel has more than one job function, the proper account associated with that job function can be debited based on the actual employee posting. For example,



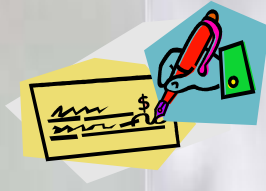
a bus driver may run his regular route in the morning, take a class to a field trip in the mid-morning, and later that afternoon take a ball team to a baseball game. In this example, three



different accounts could be debited for the bus driver's time automatically from the bus driver just entering a job type code based a prompt. The employee's profile has a flag field that kicked off the logic to do this function. Other employees that have only one job duty are not prompted with this additional question. In addition, employees can occasionally be prompted for addition sign-on security questions to insure that this is indeed the employee posting their clocking in/out. The system has the ability to see CallerID to determine that the employee is indeed calling from the proper department location. Finally, all calls are logged so there is a backup audit trail of all calls.

## Financial Transaction Monitoring

A number of years ago, a large national money order firm approached us to replaced an existing VRU to provide 24/7 self-service customer service for people purchasing money orders. This main application was on an IBM iSeries/AS400 but this account also had a national cell phone supplier who wanted to support a national network of payment centers and that data was not on the IBM host but on a LAN server. The ODTVision could concurrently talk to both platforms.



- Ability to customize and maintain system in-house
- Deal with all transactions in a real-time basis
- The self-service application needs to allow customers who have purchased money orders to monitor a money order and stop payment if the customer required that.
- Deal with un-sophisticated users or first time users
- Deal with Spanish speaking users
- Build an audit trail of all calls

Whenever we start a conversation about a new application, we are always concerned with the needs of the callers using the application. In the case of this money order customer, we know from the get-go that this user most likely doesn't have internet connectivity so the IVR application is ideal here to provide 24/7 customer support. Support for the Latino users who don't speak English required a language menu with a prompt for Spanish. The original VRU iSeries application was just cloned to match what was done before but the account loved that the same unit could also support the new application for the payment centers from the LAN base database tables.

## ODTVision Sends Emails

There is an option on the ODTVision VRU to send emails. A good way to understand how this enhancement could be used is to cover several real life examples where our clients have used this option. The first example is a large veterinary supply company that asks the caller immediately if they are an existing customer. If the response is no, the IVR application goes into the logic to collect contact information to set up an new account. Among the things collected are voice recording segments such as contact name, company name, and address. The routine further collects phone number and fax number. Immediately a credit application is faxed to the caller and all the collected data and voice files are emailed to the regional marketing department that handles the establishment of a new account based on the area code contained in the fax #.

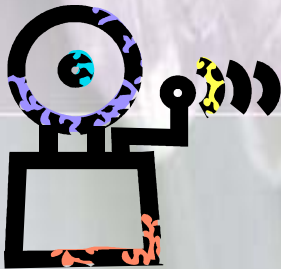


Vision Voice Vantage, Inc. is a certified ISV for IBM. Visit our web site on IBM.com at <http://www-304.ibm.com/jet09002c/gsdod/solutiondetails.do?solutionId=25001&l>

Another example sending an email is where payment transactions are being collected and will be processed later once reviewed by account receivable personnel. We have a city government that is using the ODTVision solution in their court system to collect fees where the user is calling to pay a speeding ticket. In this application, the unit records information from the call and the court employee receives an email with all the information regarding the ticket, including amount paid, and a recording of the person's name as it appears on the credit card. They can now process that transaction once reviewed.

Finally, we are seeing a lot of clients who use our solution for afterhours emergency situations where there is a

person on call. This contact's cell phone is emailed with occurrence details and then this person can handle a crisis event.



## Text to Speech

Text to Speech is the option where a variable string is synthetically spoken to the caller. There are many reasons to use this option. You may have an order entry system where you are speaking the product description. This could be an insurance company where a caller is in claim payment status and the procedure description is being spoken. This could also be a service firm where delivery drivers can call in, insert their ticket number and then hear the directions to their next delivery or service call. Text to Speech in the ODTVision VRU uses the standard Microsoft 5.1 SAPI interface so any voice dic-



tionary compatible with that standard can be used.

## Remote Payroll Entry

A home construction company has remote personnel working at various sites and once a week there was a need for the site foreman to call into the iSeries/AS400 to enter worker's hours, overtime, vacation, and holiday pay. The application had the requirement of:

- To be easy for these foremen to use
- Have security where the foreman's phone number CallerID helps enhance the security beyond the security password code
- Allow the foreman to enter data directly from the job site using their cellular phone
- Work interactively with the iSeries/AS400

This application was easy to use. Once the foreman signed onto the system, it knows what workers were assigned to his crew and the IVR application automatically went from worker to worker where it said....

i.e. for Ted Smith,

Enter number of regular hours followed by # Key  
Enter number of overtime hours followed by # Key  
Enter number of holiday hours followed by # Key  
Enter number of vacation pay hours followed by # Key

And then went to next employee.

## Job Status/Posting

While on the topic of construction firms, we have a construction firm that uses mostly sub-contractors who specialize in particular job functions. Now, when a new home is planned, all the scheduling of the sub-contractors is defined and all sub-contractors are Scheduled, however certain elements may be delayed due to weather, job delays or material delays. Since there are prerequisites where one job needs to be completed by the assigned sub-contractor before the next



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## THINKING OUTSIDE THE BOX Get Your Own Demo Today

Contact us to get your own demonstration of the ODTVision Voice Response Unit. This demo application is a simplistic order entry and shipment status system which is running off a Microsoft Access database. The demo is in the test mode and you will be using the "Test Phone" feature of the ODTVISION VRU to simulate a phone call to the data. Manuals and case studies are also available on the web site.

### Improving Customer Service Affordability

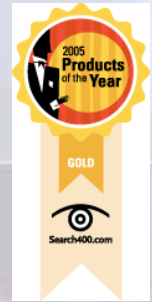
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element can be done, there needed to be a job status system created. To make this somewhat more difficult, all sub-contractors are independent, mobile, and many times the communications back with the home office is done after hours. The application requires the sub-contracts to post daily as to what is the status of their assigned work so the IBM iSeries/AS400 can modify the work schedule for the project. The IVR application can also send out alerts when problems arise or for notifications of scheduling changes. Bottom line, the ODTVision VRU allows the job scheduling and job status system to work with these independent sub-contractors seamlessly and allows the management in the central office to only have to manage by exceptions when issues arise rather than every task from day to day. It is also nice to know the exact status of the project in the home office.

## Show Me The Money



Nothing is more important to any firm than collecting receivables on a timely basis. One of our customers uses the ODTVision to help clients pay invoices or to check the status of their accounts. When the customer signs onto the application through their corporate ID and password code, the unit goes into the current financial status. If the caller has any invoices over 90 days or has a balance that is larger than \$500 that is past 60 days, the system will notify the caller that they have these over due funds, and if the accounting office is open (VRU knows the time of the call and the hours of operation and the script has the logic to determine if the office is opened or closed) the IVR application will automatically transfer the caller to the accounts receivables department personnel where they will be asked to make a payment. If the office is closed, the IVR will try to collect these funds. If the caller will not make a payment, the VRU goes into the account notes section of the JBA system on the host to record that the customer was notified of this situation and stamp the record with the date and time of the call.

In conclusion, you can do anything with our customizable interface and the general purpose of this newsletter was to give you ideas.. Call us to discuss your needs. ■