



TeleCanor Systems for Logistics Enterprises.

TeleCanor IVRS Service has three distinct benefits to the enterprise:

A. Integration with the Existing Call Center Infrastructure:

Regulate the calls diverted to agents by intelligent routing of calls to predefined groups (of agents) viz., Ordinary Agents, Account specialists, Customs Specialists, New Business Development Agents etc.

Collect essential information from Caller such as client-Id, reason for calling and client location while automatically registering the caller-id (CLIP*). Show all collected information as a popup on the desktop of all the Agents in the group.

Kick up the preferred application (that windows application used for helping calls) on Agents' desktop. For instance TeleCanor initiates the web page or oracle form that call center agents use for helping the caller, while pre-populating with customer data, so that the agent need not type customers data.

Monitor and log the performance of Agents.

Record conversations of Trainee Agents or randomly record conversations or a combination of both.

Prompt caller to leave an instruction in case none of the Agents are available to take the call and record the instruction. A supervisor within the organization can view and hear all recorded instructions using the intranet web pages published by the TeleCanor engine.

B. Inbound IVR Self-Service:

In addition to Call-Center/Help-Desk Integration described above, TeleCanor systems provide several self-service modules to callers. All these services are fully automated and do not require any agent intervention. Normally callers prefer to get the information using these modules instead of waiting for an Agent to come on line, whereby reducing the load on agents. An enterprise can opt for configuring any of the following self-service modules.

Continued...



IVR Self-Service functionalities:

Help in locating the nearest pickup location using the area pincode from where the caller is calling.

Take instructions for pickup and delivery of packages. If an enterprise opts TeleCanor can make automated calls to pickup agents associated with a pickup center and read out a dynamically configured announcement informing the request for pickup.

Help in tracking documents/cargo using tracking number.

Reading out procedures to be carried out for customs clearance.

Automatically read out price information after collecting required details such as weight, origin, destination and type of service.

Read out sector-wise package deals announced by the enterprise.

Receiving complaints 24/7 automatically with or without voice recording, while classifying complaints using complaint type, client id, received time etc.

Accepting requests from the callers for alerting them of delays.

Unlike other IVR Systems TeleCanor renders a high level of caller satisfaction thanks to cutting edge technologies built into the system such as

- a. Speech Recognition and ability to understand voice commands to go directly to the required IVR function, so that a caller does not have to press a series of keys before the system recognizes the function.
- b. Recognizing cities names for origin and destination cities
- c. Recognizing numbers allowing caller to read out the tracking number or read out the weight.
- d. Accept Hotkeys for self-service functions so that a caller need not waste time listening to prompts.
- e. Accept Hot-Diverts that work throughout the session so that a caller can press these designated key at any time to exit the IVR and get connected to a specific type of agent.

C. Automatic Alert Service: -

When an enterprise opts for TeleCanor Alert System, it acquires the capability to alert the customer automatically (for playing a pre-recorded or dynamically constructed announcements) in case of delays in consignments or customs/octroi problems. System gives further options to the caller after reading out a message so that the caller can respond in the same call. These alerts can be done using one or more channels 24/7 for those clients who opt for this service.

Advantages of TeleCanor

Easy Implementation: TeleCanor comes with a T-Quick customization wizard to enable easy and quick implementation/ modification.

Continuous Monitoring of all Channels: TeleCanor allows monitoring the state of the machine using intranet web pages or through T-Monitor GUI. Each and every call made to the System is logged along with the data on the happenings in the session such as callers' choices; data supplied by the caller, system responses etc, for analysis.

Truly Flexible Solution: Entire behavior of the IVRS is governed by a single XML file and an administration needs to just modify the XML file in order to change any prompt, wait time, menu, database connectivity or any other feature of the service. No coding is required to make any modifications making the task easy for non-programmers.

Reliable Telephony Integration: TeleCanor systems disconnect a call as soon as caller hangs-up or when the caller does not respond for a prolonged duration (viz., 3 minutes), so that it is available for the next call.

Easy Compatibility: TeleCanor interfaces with any legacy database.

TeleCanor comes with multi-lingual support.

Support for Fax and Email: TeleCanor comes with other media connectivity. For instance it can send a proof of dispatch to the client if he opts for this feature.

TeleCanor – Voice Brand your Enterprise