

White paper on usage of TeleCanor™ for Investment Banking:

(For Indian Scenario)

1. TeleCanor IVR enables automated collection of investor complaints using telephone and is compatible with leading brands of CRM applications for connectivity *even without* CTI middleware.
2. TeleCanor helps extensively in call center operations by acting as a buffer between the investor and the call-center. With a properly configured system, most investors are serviced directly by TeleCanor without the necessity of being connected to a specialist. When the call is eventually transferred to a specialist, TeleCanor “Call Center Agent” (CCA) popup system transmits data collected in the call, to that specialist who accepts the call first.
3. TeleCanor makes it possible for an investor to utilize self-service IVR functions, hands free, thanks to Speech Recognition and NLA™ technologies. For instance, an investor can just ask a question like “ What is the Asset Value of Smart Kid Education Scheme”. TeleCanor AI system will first convert the sentence into a string through speech recognition and then break it up into meaningful catch words depending on the configuration that has been set, and finally translate the investors need into an *IVR function with data* (in this case the name of the scheme).
4. TeleCanor has a unique Hotkey facility that lets an investor access certain self-service functions directly, without having to either speak-out his choice or listen to any intermediary instructions. For instance, if the key allotted for “Asset Value read out function” is ‘1’, an investor can get this ‘*Asset Value information for a specific scheme by just pressing *1* (followed by the scheme code)*’ at any point of time with in the IVR or even before the IVR starts. The system immediately reads out the required information viz., Asset value of the scheme for which the investor has entered the scheme code.
5. The entire IVR works on a single XML configuration file and an enterprise can easily modify it using “**T-Quick™ customization tool for Investment Banking**”, which essentially, means that there is no need to code in order to re-customize the IVR. Any untrained operators can, not only add/modify/delete Advertisement announcements, but also add/modify/delete new functions and menus in the IVR by using this easy to use wizard.
6. Provision to incorporate call logging, to randomly records calls diverted to selected call center executives.

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7. Maintain exhaustive logs to determine caller friendliness index, and to diagnose and modify the system pro-actively.
8. TeleCanor suite is equipped with an easy to use Alert system, wherein an investor can setup his/her own phone, SMS, and email alerts conditional to changes in data. For instance, a registered investor can setup phone, SMS, or email alert for changes in Asset Value of specified schemes.
9. An investor can anytime use the fax interface available with TeleCanor to poll fund data on a selected scheme or the enterprise can push faxes through automated outbound notifications.
10. TeleCanor system can automatically dispatch email confirmations to investors about their recent activity for documentary proof of transaction information.

Other great features include:

1. Web2Phone™ facility to let the IVR takes its data-feed and conduct transactions through the enterprise public domain website, whereby allowing remote installations of IVR system, without a requirement for data connectivity to the main data centers.
2. Voice Verification Biometrics and Calling Number Restriction Option along with Account Login reassure investors to utilize IVR self-service on a subset of the transactions that are available on the enterprise public domain website.
3. T-Snoop monitor displays marked functions through differentiating color codes, so that a Call center supervisor selects those that require specialist intervention and transfer them to accordingly.
4. TeleCanor system is one of the few systems which support hot diverts, which are configurable to divert the call to an extension, at any time during or before the IVR, and read out the wait time to the investor after every pre-defined interval of time with the option to return to self-service functions.

TeleCanor