



For Private Circulation only. Intellectual Property of M/s Syscom Wireless Technologies Inc & Victory Projects Limited

TeleCanor IVR Systems

Product Profile

Introduction:

About us:

Victory Projects Ltd (VPL) is a 14 yr old public limited company listed at BSE engaged in the Information Technology arena, since last 4 years. It is headed by technocrat entrepreneur Maruti Ram Praturi [BTech, MBA (IIM-B)] with several years of IT experience in the US and India.

IVR (Interactive Voice Response) Systems:

A typical IVR application can automatically answer questions to several (telephone) callers at the same time without requiring human operators. Such answers by the IVR system can be static or created just for the caller while accessing the enterprise database. Some of the advanced systems interface with other media like email, SMS and fax services to integrate with the phone service so that a caller can get the desired information in this media too. More advanced systems have an Outbound Notification facility, which automatically makes calls to several customers/clients, or defaulters on certain predefined conditions.

IVR Systems are the need of the hour be it the Insurance, Housing finance, Banking, Logistics or the public utilities sectors.

VPL is the only company in India to be engaged in productization of IVR technology to a robust, easily configurable, and powerful engine branded as 'TeleCanor™' in collaboration with Syscom Wireless Technologies Inc.

Why TeleCanor?

Even though IVR systems have excellent acceptance in US and the Europe, they have not gained the desired level of acceptance with in India due to the following primary reasons:

Continued on Page 2

Shortcomings in IVR systems by other IVR vendors:

1. They were not designed properly, because they lack the ability to understand speech, whereby forcing caller to carefully listen to several menus before the caller could convey to the system his/her exact information requirement.
2. They were not reconfigurable resulting in inconvenient designs which did not go well with the callers.
3. Enterprises were averse to implementing this technology since there were no products in this space, which can be easily changed, adopted, or maintained by non-skilled staff.

Since TeleCanor solves all the above problems as well, as bring in a host of other benefits, IT industry has accepted the product with an encouraging response.

Sector-wise General Implementations:

The following sector wise applications are easily possible using TeleCanor systems

a. **Mutual fund:** A caller can just call up & find out the NAV of a scheme, current portfolio of the scheme, returns offered by the scheme, dividend /bonus declared, request for personal help, download various forms , update income tax details etc. The caller can also set up alerts to alert him whenever the NAV goes up or below a certain value, when a company declares dividend/bonus etc.

b. **Insurance:** A caller can just call up and check out the premium outstanding, total assured value, request for personal help, submit claims, modify policy or set up alerts to alert him before premium due date etc.

c. **Housing Finance :** A caller can call up and check out the next due date, total outstanding, request for personal help, request for change in his/her loan composition, set up alerts to alert him before the next due date. The enterprise can use the Outbound Notification engine to call up the defaulters automatically and read out appropriate messages including the outstanding amount.

d. **Logistics:** A logistics customer who has dispatched a package can obtain the status of the shipment using IVR service. He may also check on the pricing schedule, nearest pickup centre and the locations where this service is available. He can also set up alerts to inform him incase of delay or arrival etc.

e Banking: A banking customer can enquire balances, make automatic payment to utility bills, authorize payment to related accounts, request for cheque books, enquire on account statement, last withdrawal, credit card usage, Fixed deposit maturity , request to talk to an agent or schedule an appointment with the manager. He may also setup alerts to inform his on huge charge to his credit card account or on maturity of FD or any banking event.

f Public utilities: A public utility customer such as Electricity consumer can check up his meter reading, previous meter readings, ask for fax of the details of this bill or previous bills, enquire outstanding balance and register complaints on service issues or request for appointment with the concerned Engineer.

g Stock Broking Services : An investor can check out the latest value of his portfolio, order for sale or purchase of shares, check out the status of previous orders, enquire on dues and outstanding, request for personal interview etc. A stock broking office can make outbound calls automatically to its investors on occurrence of broking event such as successful completion of sale or purchase order, request for deposit into demat account, request for payment of purchase proceeds, brokerage etc.

h Large organizations : Accounts departments in large organizations can save staffing costs by incorporating IVR based enquiry for employee provident fund information and Supplier/Contractor bills information.

Please visit or at www.victory-india.com write to us at ram@victory-india.com for detailed brochures depicting broader features for each of these segments.

List of current customers/ clients and installations in India:

1. South Central Railway
 2. Hytronics Corporation
 3. Apex Co-op bank.
 4. Police Welfare Society, Road Transport Corp
 5. Kessler Corporation
 6. Syscom Wireless Technologies Inc.
- & several other leading organizations.

Advantages of TeleCanor:

- a. Callers experience an excellent comfort level, using their own customized IVR, which will make announcements in the way they configured them. TeleCanor is consistent in good understanding of human speech thereby reducing the need to press maze of keys.

Continued on Page 4

1. Enterprises get a quick ROI because of savings in call center expenditure, besides their brand equity is enhanced by installing TeleCanor system. Infrastructural requirements for TeleCanor systems are minimal since they use the existing infrastructure of the enterprise.
2. Highly secure services that cannot be hacked or intruded. This feature gives the required assurance to customers in banking industry etc.
3. TeleCanor assures consistent, round the clock, robust trouble free service with 0% maintenance.
4. TeleCanor comes with flexible implementation that can be modified with total ease using wizards in order to cater to customers needs proactively.
5. TeleCanor allows complete audit trail of all transactions, requests for information and detailed log of all activities.

Scalability:

TeleCanor solutions scale proactively from 4 telephone lines to 256 lines without any change in the software. An enterprise can gradually increase its exposure to IVR solutions including CRM with IVR while assessing customer response.

Zero % Maintenance:

TeleCanor systems are maintenance free systems, that give trouble free operation for decades since they run on Linux O/s.

High Information Security:

TeleCanor systems use encrypted protocols for data exchange with Legacy systems in the network. System logs Callers' phone number, for effective intrusion protection. These systems are safe with-in or outside the Firewall in the IT infrastructure of the enterprise.

Contact us at
Victory Projects Limited,
G1, Parameshwara, 6-3-626,
Khairatabad
Hyderabad 500 004
India
Phones 91-40-2330 5484, 91-40-2332 2709
Fax 91-40-2332 2738
Website www.victory-india.com
Email ram@victory-india.com,
telecanor@yahoo.com

