

SPEECH-ACTIVATED SYSTEM

The NuSuara Voice Portal is an advanced speech technology that interconnects telephones, computer systems database, fax machines and customers in powerful new ways. Customers can call and receive answers to their inquiries rather than just leave a message for callback.

The system utilises NuSuara's Interactive Voice Response (IVR) and Automatic Speech Recogniser (ASR) technologies. Our ASR provides voice-activated IVR solution for better user experience and assists organisations to increase productivity. Information stored in a database can be spoken or faxed to customers via IVR. Our IVR solution gives phone system the intelligence to respond to a caller's questions in a variety of installed languages.

AIRPORT FLIGHT INFORMATION SYSTEM

NuSuara's Speech-Activated Information System is utilised for Malaysia Airports' Flight Information System - the KLIA 1 Touch. Callers can check up-to-date flight arrival and departure information by simply calling +603-8776 0888. The system recognises commands based on flight numbers or city names.

TMNET STREAMYX

This service deploys NuSuara speech solution for customer self-service center and call center support. Using this service, customers can check Streamyx availability, order new service, inquire on application status and bill balances. The solution also provides an Auto Outbound Dialer platform for auto updates and reminder calls service.

RESERVATION SYSTEM

Callers can call in to the system to make or manage their own reservations. This application can be used in car service industries or ticket selling.

The Benefits

COST SAVING SELF-SERVICE

Allows callers to get answers to standard inquiries simply and easily, and in seconds, without the need for an operator or agent.

24/7 CUSTOMER SERVICE

Enable your customers to get the information they need, when they need it. Your IVR application is working even when you're not, or it can transfer important calls to your cell phone.

SYSTEM ACCURACY

Connects to databases of customer information, allowing automated agent in IVR solution to answer questions with 100% accuracy.

SYSTEM EFFICIENCY

Improve the speed, accuracy and efficiency of a business transaction. For example, customers can order by phone using the telephone keypad or voice to input part numbers and quantities.

MEASURABLE RESULTS

Produces results as if the staff was working 24 hours a day – improved customer service, eased peak call loads, greater number of calls handled, eliminates hold times and ring-no-answer.

Advanced Features

- Works with VoIP service or corporate PBX systems.
- Ready with interface for analog, digital and IP telephony lines.
- Supports interactive touch-tone response and speech-command response.
- Easy integration with your website, CRM system, Database, Email Server and almost any programme.
- Answer call with different IVR application based on recognised caller ID info.
- The system is capable of handling multiple calls simultaneously.
- The system supports English, Bahasa Malaysia, Mandarin, Cantonese and Thai voice inputs.
- The system keeps a record of callers' phone numbers and information requested for future analysis.