

SPEECH-ACTIVATED AUTO ATTENDANT



The NuSuara Speech-Activated Auto Attendant is Malaysia's only voice-activated solution, with advanced features to answer or route calls to the respective personnel in charge. With the Speech-Activated Auto Attendant, unanswered calls are a thing of the past.

As callers or customers call in, they need only dial one number, say a name and will immediately be directed to the personnel. In the absence of the recipient, calls can be rerouted to the personnel's mobile phone, or advanced voicemail features allow for the message to be emailed as audio attachments, while notifications will be simultaneously sent to the personnel via email or SMS.

The Benefits

- Ideal for businesses that require calls to be answered 24 hours a day, 7 days a week.
- Companies need not dedicate personnel to wait around for calls, thus enabling personnel to undertake more important tasks.
- Customers are assured of the satisfaction that they will always be attended to.

Advanced Features

CONNECTING CALLS

All incoming calls will be answered promptly and efficiently through a pleasant pre-recorded voice that identifies your company. Calls will be connected through an impressive 'say by name' function or the option to select from the department directory.

REDIRECTING CALLS

The system can be programmed to redirect calls to a mobile number if the call is unanswered after a pre-determined period.

MESSAGE / MISSED CALLS

Voice messages can be left for your staff if calls are not answered. These will be forwarded to as e-mails in the form of an audio attachment. Missed calls will also be captured automatically and sent to the respective personnel as e-mail and SMS.

OFFICE DIRECTORY

A department directory can be included in the system to assist callers making general calls.

SYSTEM COMPATIBILITY

The NuSuara Virtual Receptionist is compatible with any PABX or key-phone system with any Analog, Q-SIG, SIP or H.232 system interfaces.

HANDLING MULTIPLE CALLS

The system is capable of handling multiple incoming calls (minimum of 4 ports) simultaneously, depending on the number of lines dedicated to it.

LANGUAGE OPTION

The system can be programmed to answer in English, Bahasa Malaysia, Mandarin or Cantonese.

REFINED SPEECH RECOGNITION

The system applies a convenient and natural speech interface that is intuitive and easy to use.

CALL WAITING MUSIC OR COMMERCIAL

The system can be programmed to play music, advertisements or infomercials while caller waits.

CUSTOM GREETINGS

The system can be scheduled to play different greetings at different times - during office hours, after hours, public holidays, etc.

MULTIPLE ALIASES

The system can recognise a single individual based on multiple aliases, ie: "Shida", "Nur Hashida" or "sales".

DAILY CALL REPORT

Reports are generated daily to monitor calls answered by category.

EASY ADMINISTRATION

The system can be managed via a web browser, while changes can be made by a few simple clicks.

CUSTOMERS

Kao, Heidelberg, Cradle Fund, KLCC, Kastam Malaysia, IMPACT and many others.

For more information or a demo, call us at +603-2027 0111

NuSuara Technologies Sdn. Bhd.

Unit 29-11, The Boulevard, Mid Valley City, Lingkaran Syed Putra 59200 Kuala Lumpur, Malaysia
t: +603-2027 0111 f: +603-2027 0222 www.nusuara.com