



VoiceGuide® IVR

Katalina Technologies

The easiest way to create Auto Attendant, IVR, Voicemail, Predictive Dialer and ACD systems

See www.VoiceGuide.com for a free fully working evaluation download.

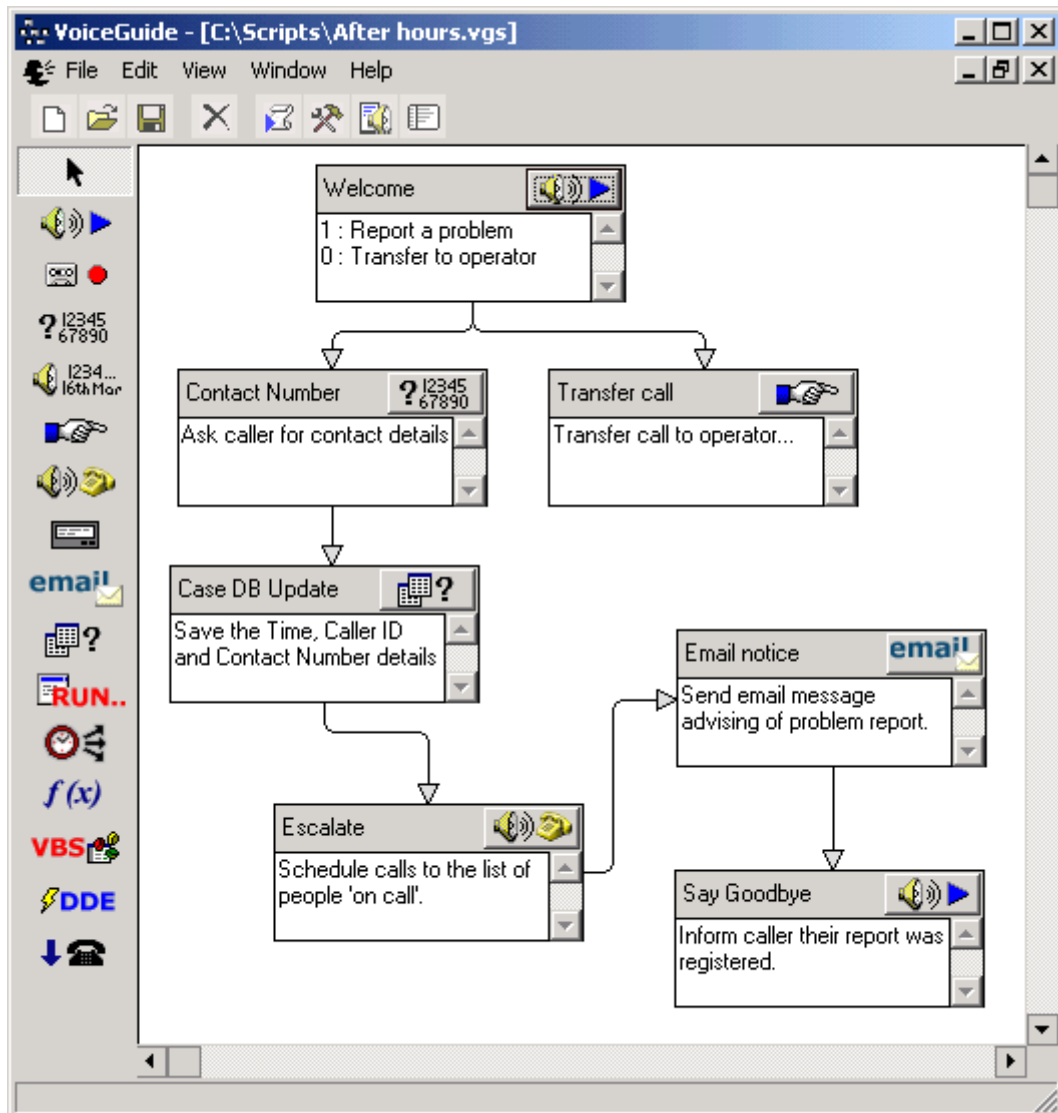
VoiceGuide allows fast and easy creation of Interactive Voice Response systems (IVRs) using a Windows PC and a Voice capable modem or a Dialogic card. IVR systems are used in a wide range of areas :

- ⇒ Office Auto Attendant, Voicemail & Unified Messaging systems.
- ⇒ Call Center Intelligent Call Routing & Queuing, ACD, Fax-Back, Predictive Dialers, Web and email interactions.
- ⇒ Tech Support Help Desk, Ticket Scheduling and Status.
- ⇒ Banking Telebanking, Bill Payment.
- ⇒ Insurance Claim Status, Enrollment.
- ⇒ Securities Account Information, Trades, Quotes.
- ⇒ Government Scheduling, Pay-by Phone, Taxpayer Services, Notifications & Reminders.
- ⇒ Healthcare Appointment Reminders, Benefit Inquiry, Claim Status, Plan Enrollment, Prescription Refill, Test Results Reporting, Surveys.
- ⇒ Retail Order Status & Processing, Accounts Payable, Store & Inventory Locator.
- ⇒ Utilities Account Information, Outage Reporting, Service Scheduling, Meter Reading.
- ⇒ Hospitality Flight Information/Schedules, Ticketing, Frequent Customer Account Information, Promotions

Features Summary

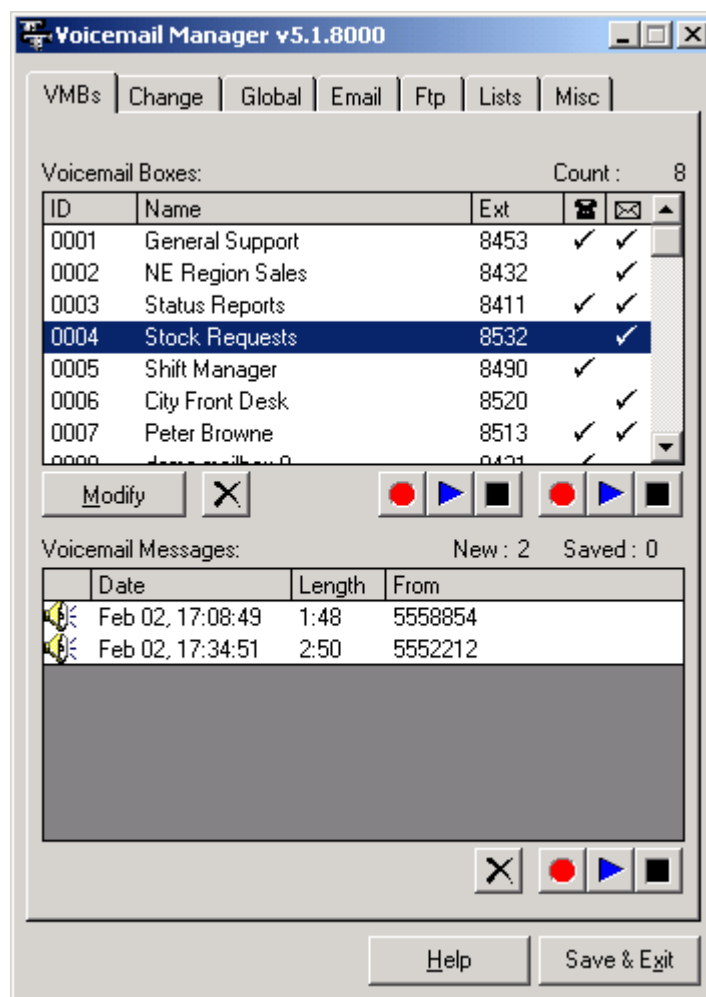
- ☐ Multiple telephone line support (up to 240 lines).
- ☐ Multi-Language support.
- ☐ Supports Inband Signaling and other CTI interfaces for PBX integration. Fully customizable signal pattern matching definitions allow compatibility with any PBX.
- ☐ Outbound Auto Dialer. Can dial other telephone numbers and run a VoiceGuide script once the call has been answered.
- ☐ Answering Machine detection on outbound calls (when Dialogic card used).
- ☐ Unlimited fully featured voicemail boxes, with message forwarding by telephone, email and FTP. Message alerting by pager or SMS. Voicemail broadcast lists supported. Scripted Voicemail system allows for full customization of the Voicemail features to meet individual customer requirements.

- Simple to use intuitive Graphical System Design Interface allowing fast and easy system setup and configuration:

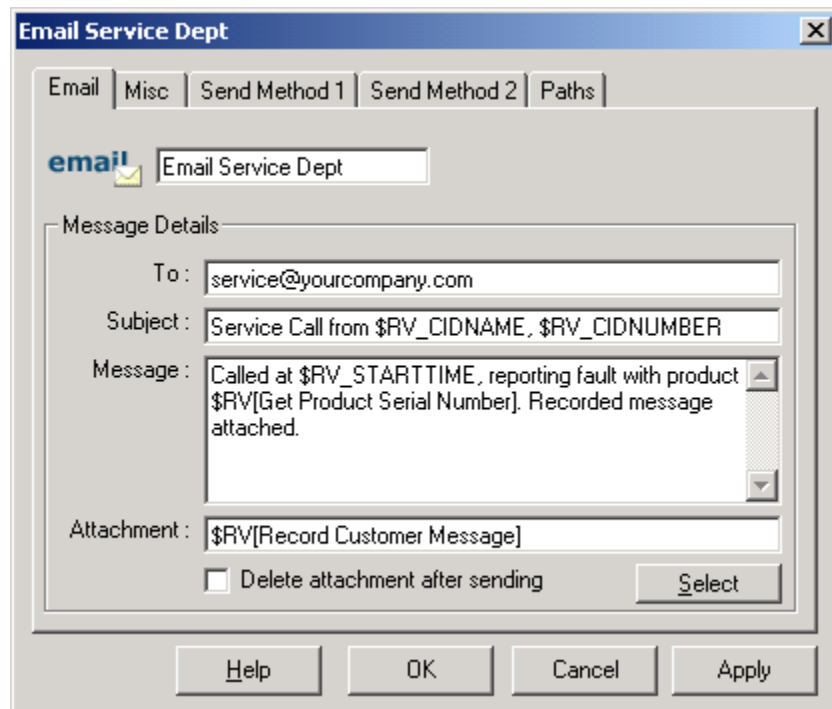


- Total Cost of Ownership is dramatically less than those of competing products available through lower administration and design time requirements. No programming is required when designing scripts.
- Easy to Install and Configure - simple instructions and tools designed for administrators who are not experts with telephony systems. Graphical tools and step-by-step wizards allow for easy setup and system management.
- Text to Speech using Microsoft's SAPI 5.0 TTS engine, allowing standard SAPI5.0 compatible Text To Speech engines to be used for a majority of applications, bringing the cost of implementing TTS in telephony systems to below \$100 for the entire system.
- Advanced call screening and call switching options - VoiceGuide is one of the most flexible and customizable systems available.
- Database integrations with MS Access, MS Excel and any ODBC data source to allow easy querying and setting of data over the phone.
- Full logging of callers' details and all the selections made during the call. Customized logging and reporting is easy to implement.

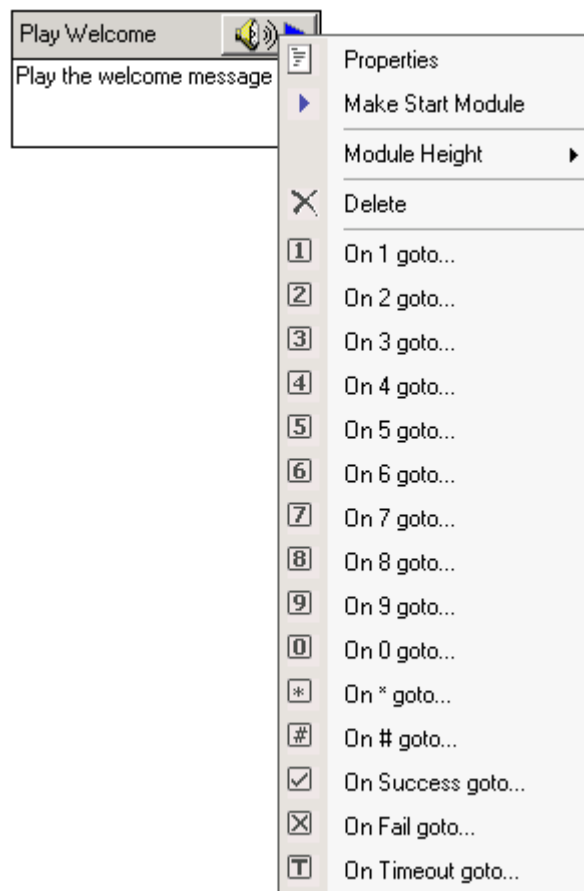
- ☐ Can Run other programs, allowing custom-designed extensions.
- ☐ Can execute VB Scripts. Many examples supplied demonstrating faxing and data retrieval from different sources.
- ☐ Can speak the data retrieved from databases or from running other programs back to the caller. Pager message sending.
- ☐ Email sending with attachments.
- ☐ 3-Way Call setup, optionally announcing the Caller ID, allowing the recipient to accept or decline the call.
- ☐ COM interface, with VoiceGuide functioning as an ActiveX server. Allowing for easy control and scripting of VoiceGuide from 3rd party applications or web pages. Functions like call queuing and application monitoring and control of all activity on the system can be easily performed by using a VoiceGuide COM object in 3rd party programs.
- ☐ Easy to use Voicemail System Manager allows:
 - Easy creation and deletion of voicemail boxes
 - Screening/recording/deleting of greeting messages
 - Screening/recording/deleting the messages left in the voicemail box.
 - Setting of forwarding telephone numbers and email addresses



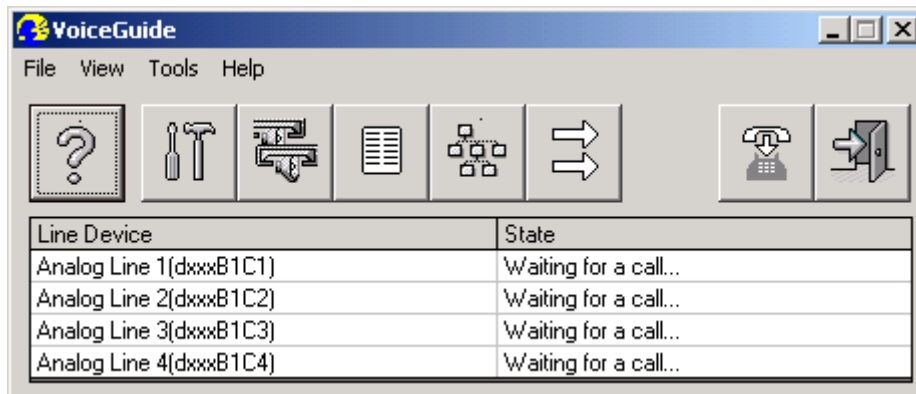
- Specifying what each module in the script is to do is quick and intuitive:



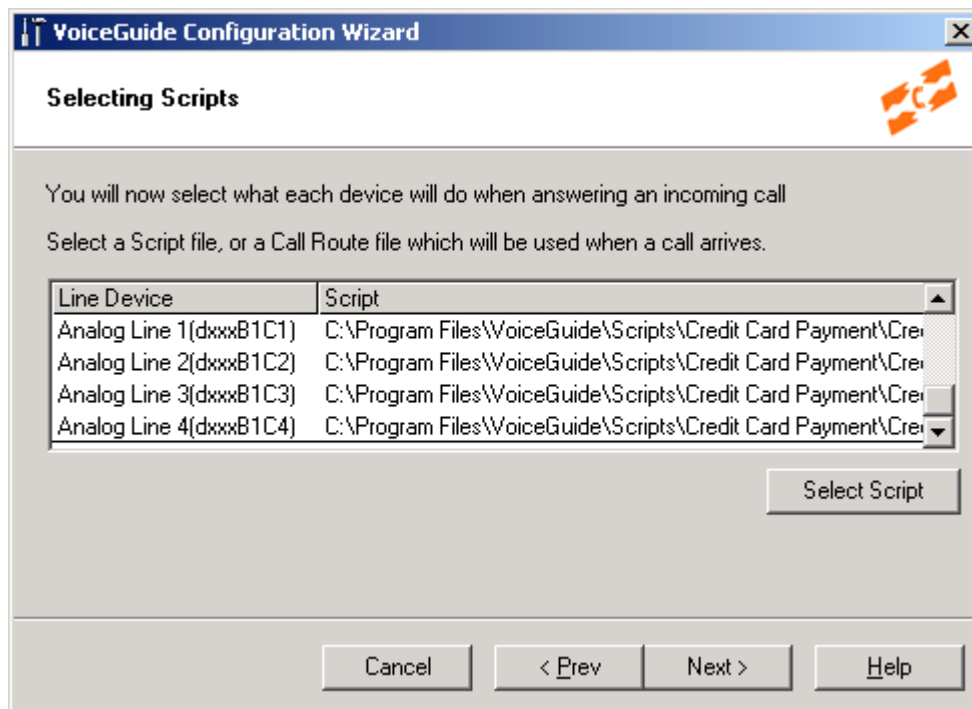
- Fully featured Context Menus speed up script creation:



- When running, VoiceGuide displays the status of each telephone line under its control.



- Setup Wizard makes system configuration a breeze:



Below is a list of modules which are available in VoiceGuide:



Play Sound File

Plays a sound file, while awaiting a key press from the caller.



Record Sound File

Records a sound file. Stops when the caller presses a key or when the busy tone or silence is detected.



Get Number

Plays a sound file, and accepts the number sequence entered by the caller. It can optionally play back the number sequence for customer verification.



Say Number

Speaks the supplied number as: Digits, Number Amount (Dollars and/or cents), Date/Time (variety of formats).



Transfer Call

Will transfer the call to another extension or telephone number.



Make Call

Queues a call, or a sequence of calls. The calls will be made as soon as VoiceGuide has a line available to make a call on.



Send Pager Message

Sends a pager message.



Send Email

Sends an Email message and attachments.



Database Query

Retrieves or updates information in the selected database.



Run Program

Runs the specified program, and reads in any information returned by the program.



Time Switch

Go down different paths depending on current or specified date, day, time of day, etc.

Evaluate Expression

Performs calculations based on internal variables, Boolean expression or an Arithmetic expression specified.

The results of calculations performed in this module can be used in other parts of the script

Run VB Script

Runs a VB Script, and reads in any information returned by the VB Script.

Send DDE Command

This module sends commands and data to other programs using DDE (Dynamic Data Exchange).

Hangup the Call

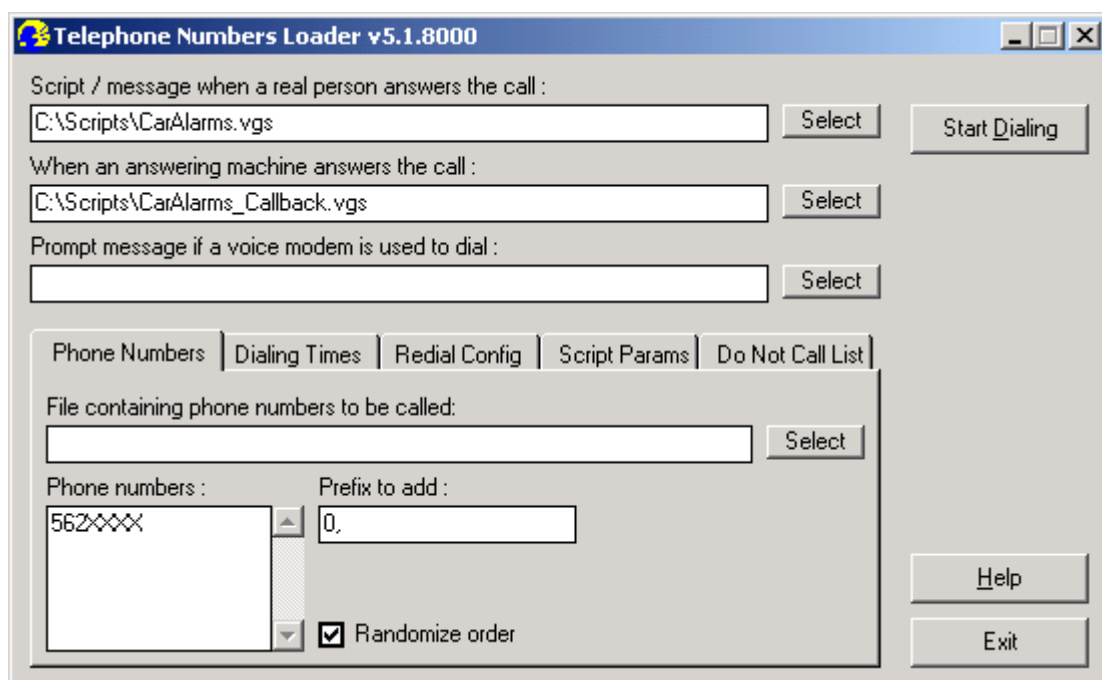
Finishes the call.

VoiceGuide Dialer

VoiceGuide Auto Dialer is a fully featured outbound dialing system used for:

- Notifications
- Reminder Calls
- Community Announcements
- Message Broadcast
- Results Delivery
- On-Call Connections

VG Dialer's easy to use interface will let you start dialing your list of telephone numbers in a matter of minutes.



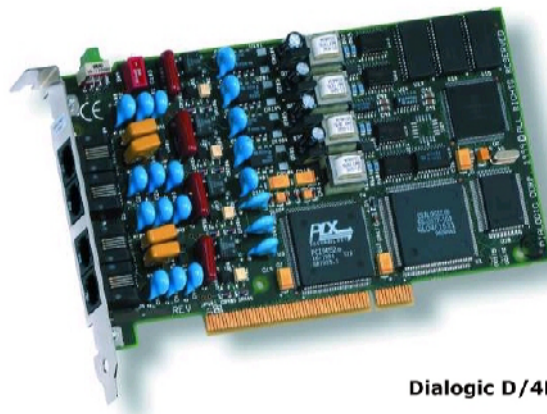
Integration With PBX And Other Systems

VoiceGuide integrates easily with many types of third party applications and PBXs via a CTI interface (SMDI etc) and Inband Signaling.

Capability to interface to external programs, execute VB Scripts and VoiceGuide's COM interface ensures that it can be used to create any type of Automated Telephone System that you or your business may require, and its ability to use Voice modems or Dialogic cards allows it to be used for small or large systems.

Hardware Required

VoiceGuide can work with a wide range of telephony devices (for a full list please see www.VoiceGuide.com). For best results we recommend using Dialogic cards.



Dialogic D/4PCI

The following Dialogic cards can be used with VoiceGuide:

D/4PCI	D/4PCIU	D/41JCT	D/41EPCI	D/120JCT
ProLine/2V	D/41E	D/41ESC	D/160SC-LS	D/240, D/480 etc
D/21H	D/41H	D/42NE2		D/300, D/600 etc
D/21D	D/41D	Dialog/4	VFX/40 series	

License Types

Feature	Personal	Professional	Enterprise
Max Modules	30	Unlimited	Unlimited
Max Phone Lines	1	240	240
Forward Voicemail to Email	X	✓	✓
Forward Voicemail to Phone	X	✓*	✓*
Call Transfers module	X	✓	✓
Database Query module	X	✓	✓
Email module	X	✓	✓
Send Phone Message module	X	✓*	✓*
Run Program module	X	✓	✓
Run VB Script module	X	✓	✓
Can change Voicemail Scripts	X	X	✓
Subscripts	X	X	✓
Text to Speech	X	X	✓
PBX Inband Signaling	X	X	✓
Message Lamps ON/OFF	X	X	✓*
FTP uploading of VM msgs	X	X	✓
ActiveX Server	X	X	✓

* Needs **Dialer** - an add on option for VoiceGuide Professional and Enterprise which adds outbound dialing capability to VoiceGuide, for applications like voicemail forwarding or message broadcasting to a list of telephone numbers.

**A fully working trial version can be downloaded from
www.VoiceGuide.com**

Trial version limitations: Needs restarting every 1 hour. VG Dialer will only call up to 10 telephone numbers. 20 module script limit. Can control 4 lines. Apart from the just stated, all features of Enterprise+Dialer version available.

Supported Telephone Line Configurations

VoiceGuide can accept calls on following telephone lines:

- ⇒ Analog lines
- ⇒ Digital 2 Channel ISDN lines
- ⇒ Digital T1 Robbed Bit
- ⇒ Digital E1 CAS/Lineside lines
- ⇒ Digital T1 ISDN lines
- ⇒ Digital E1 ISDN lines

All of the main ISDN protocols are supported:

1TR6	4ESS	5ESS	CTR4	DASS2	DMS
DPNSS	EuroISDN	ETSI	E&M	ETN	ETU
FXS/LS	GDS	NE1	NI2	NT1	NTT
P7	TPH	TPHNT	VN	VNNT	QNT
QTE	QTN	QTU	R1/R2		

For More Information

Visit www.VoiceGuide.com or email sales@voiceguide.com