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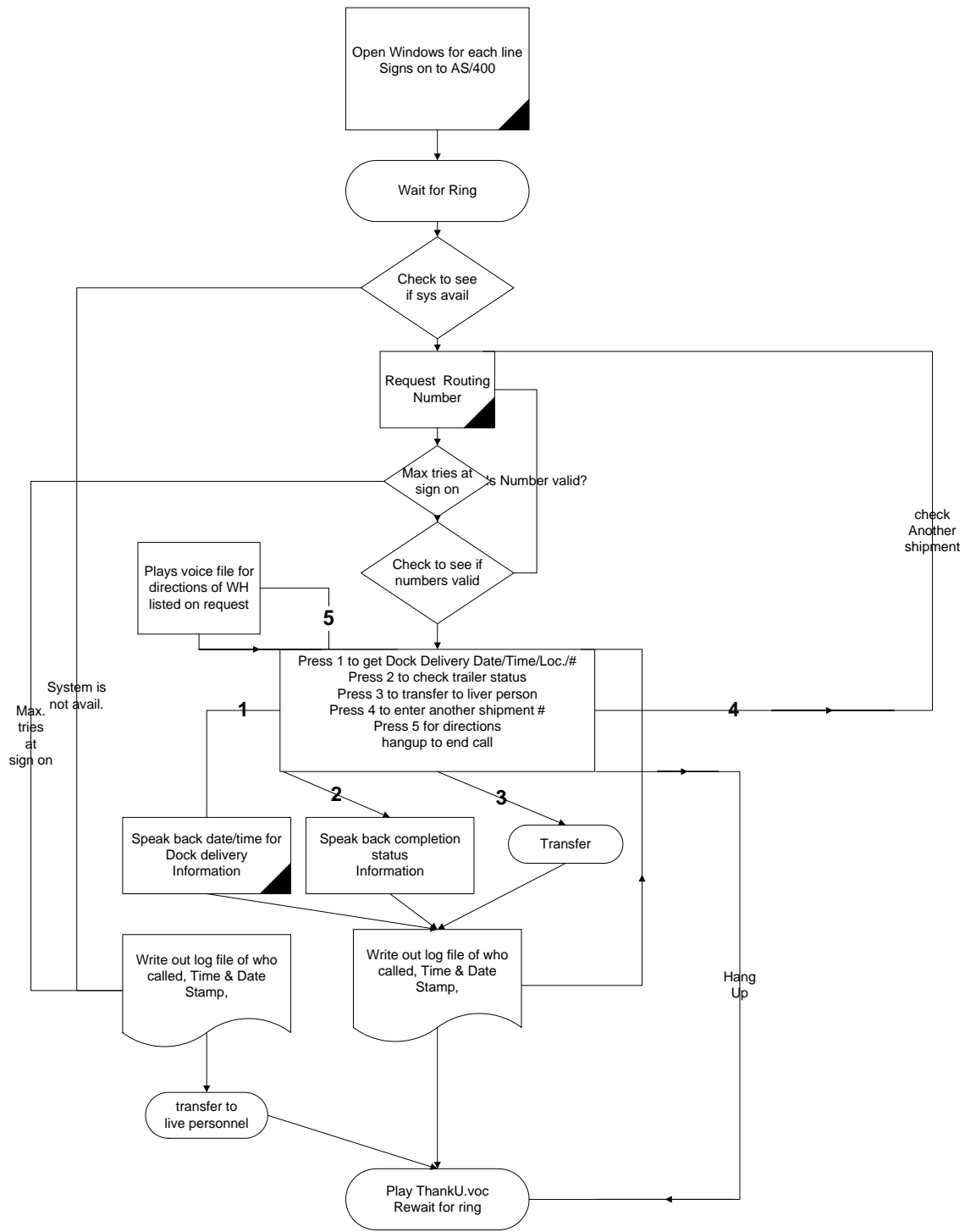
## ***Traffic & Logistics***

Ground transport has many of the needs that the ODTVision VRU can be a solution for since they tend to run 24/7 and most drivers carry cellular phones.

### **Talking Points**

- These departments operate 24/7
- The truck drivers who are calling the companies are mobile
- They may not be sophisticated so a system where a first time user requires no training
- These users are carrying cellular phones which can use as terminals
- These users may require Spanish or other foreign languages
- Besides inquiry, the driver may need to schedule a dock appointment, cancel a dock appointment, or do a variety of functions etc.
- Everything listed need to be live and real time
- The transportation company may want to use the voice system to schedule it own personnel duties as well
- In the case of international freight, the driver may need to know estimated delivery date/time, custom clearance status, or if there is a demurrer charge
- The company wants to optimize its personnel and build an log trail of all activities

Flowchart



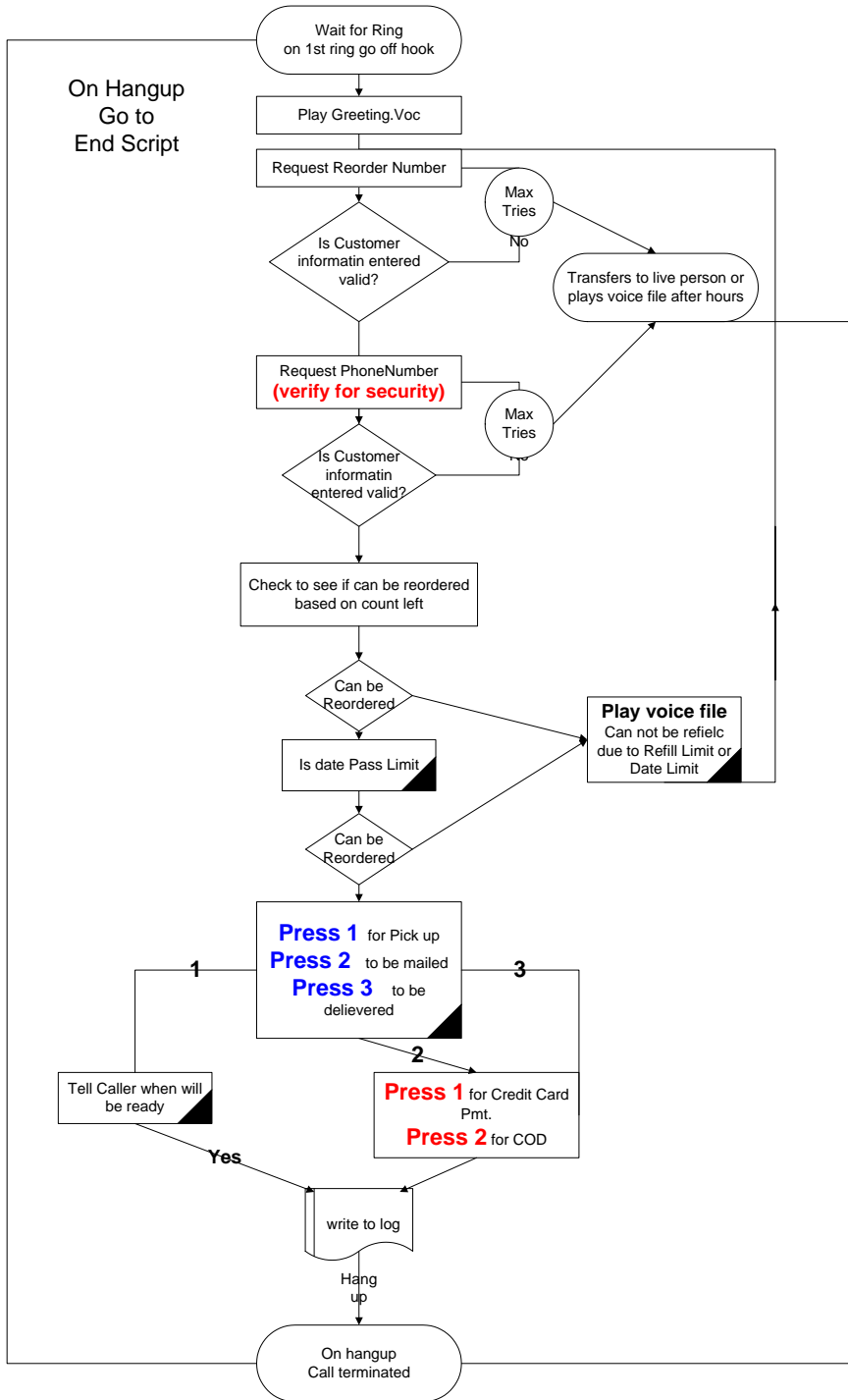
## ***Order Entry/Shipment Status***

We want our clients to be the easiest people in the world to do business with. The customer who is purchasing the product may be using a mail-order catalog, placing a restock order, or initiating a new order.

### **Talking Points**

- Allows orders to be placed 24/7 (especially important after customer service has closed)
- Ability to answer multiple concurrent calls
- We can verify the user for security
- We can verify the shipment address
- We verify each item (speak description & price) and whether it can be ordered or perhaps is discontinued
- The user may not be sophisticated, mobile where they are using cellular phone or not have internet service
- No training of the customer to use the system
- If this customer has placed an order with us before, we ask if they want what they got last time
- Since we are live, we could check the credit limit on this user and if the order surpasses their limit (may transfer to live representative if there is a problem)
- The user may require Spanish or other foreign languages
- Everything needs to be live and real time (whether available at the time of the call)
- Can take special instruction as to how to ship or special request
- May use debit/credit cards during the order entry to process the order
- Order confirmation may be e-mailed or faxed to customer
- The company wants to optimize its personnel and build an log trail of all activities

Flowchart



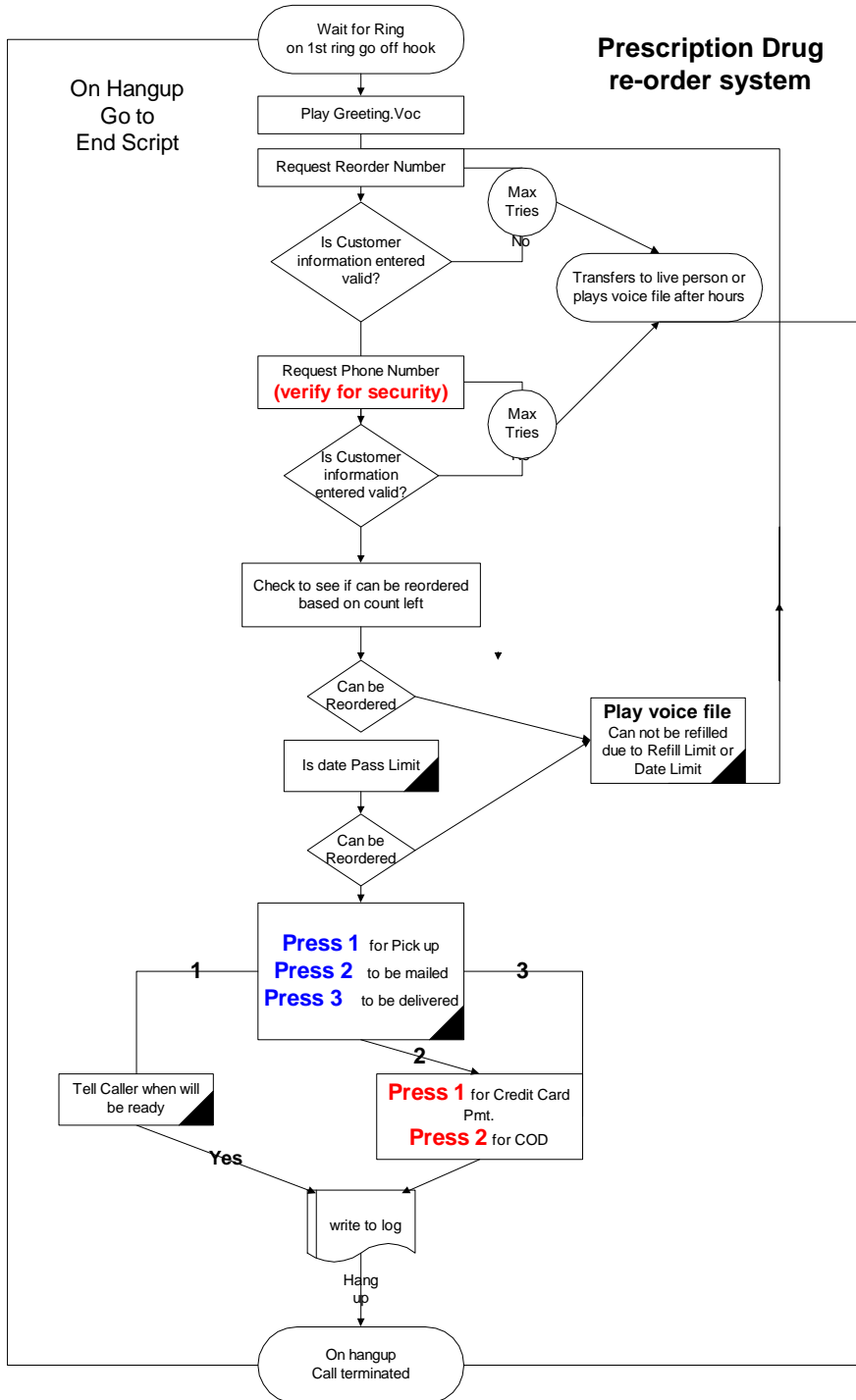
## ***Drug Store Prescription Fulfillment***

Everything is moving at a fast pace now and we really don't have time to stand around and wait for a pharmacy technician to fill our order. Chances are we realize we need to fill a prescription at bedtime when we notice there is only one day's supply left. Price is one form of meeting the competition with another being the ease of fulfillment. If I can call in at 11:00 PM and just swing by to pick it up on the way to work, this is the drug store I will use. CVS and many of the large chains are already doing this. [\(Do you really want a \\$65-\\$90 thousand dollars a year pharmacist to answer a phone which can be answered by the ODTVision VRU for a daily cost of \\$16.89 with a three year amortization and all orders are dated and time stamped for quality control?\)](#)

### **Talking Points**

- Allows orders to be placed 24/7 (especially important after customer service has closed)
- Ability to answer multiple concurrent calls
- We can verify the user for security
- Can take multiple concurrent calls
- We can verify when the order will be ready
- We verify each item (speak description & price) and whether it can be ordered or perhaps is not allowed to be refilled
- The user may not be sophisticated, mobile where they are using cellular phone or not have internet service
- No training of the customer to use the system
- We give the number of refills that are left
- We could allow prepaid with credit/debit card to even further speed up the pickup process
- The user may require Spanish or other foreign languages
- This could be a centralized system which e-mail the prescription request to the proper store location
- Can take special instruction as to how to ship or special request
- Order confirmation may be e-mailed or faxed to customer
- The company wants to optimize its personnel and build a log trail of all activities

Flowchart





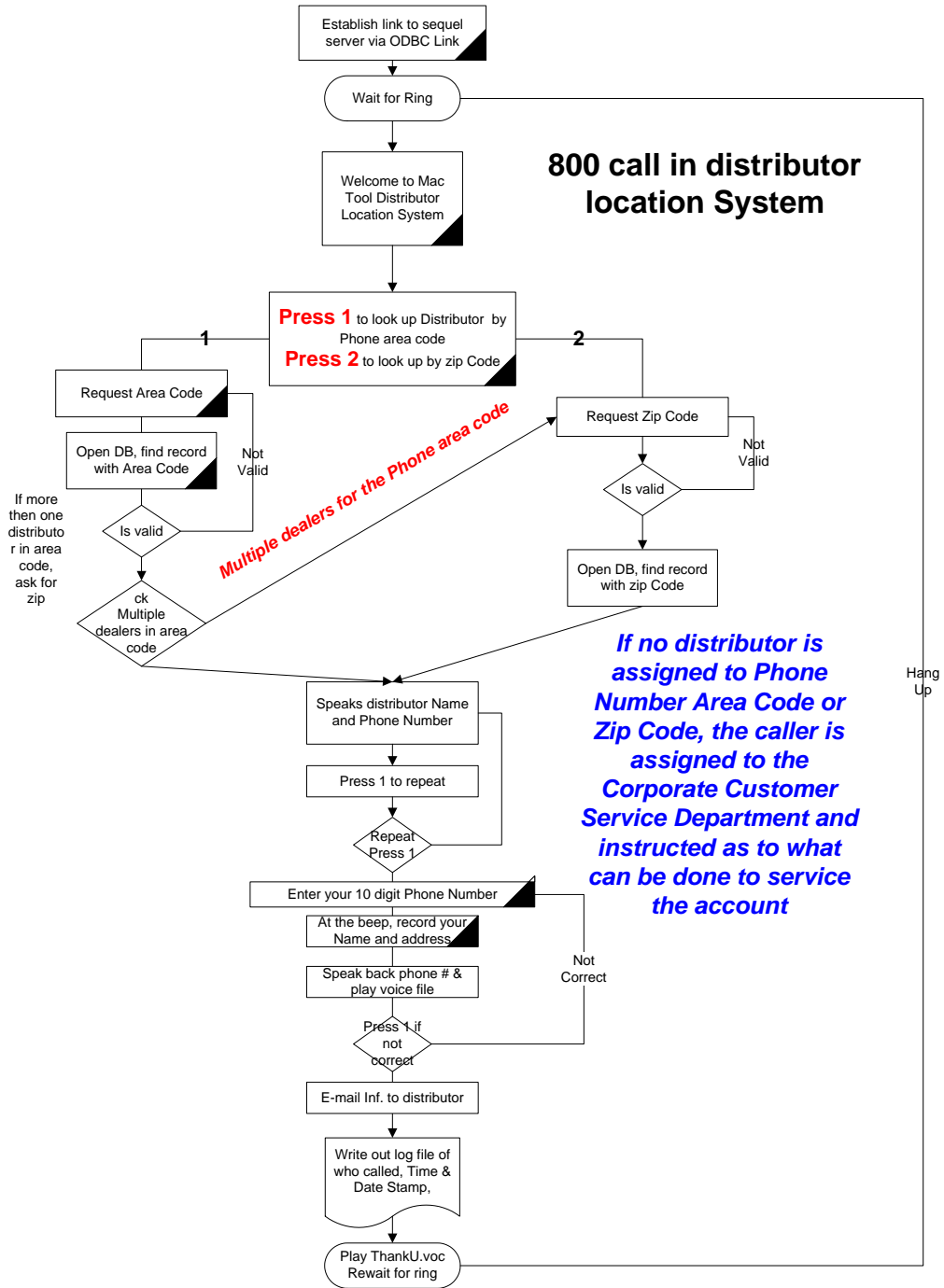
### ***Store, Distributor, or Service Locator***

Once again, the caller may be looking for information as they are on the go or may not have internet access. The information that they are making the inquiry on has to be current as locations may come and go. They may also be requesting hours of operation since this may change by location. The firm that they are calling into may also request information about the caller which they plan to forward to that distributor, service center, or perhaps marketing department.

### **Talking Points**

- Allows inquiries to be placed 24/7 (especially important after customer service has closed)
- Can take multiple concurrent calls
- Could do the search by phone number or mailing zip code
- May collect information from caller that we will forward
- Can give specific information for each location (hours, distributor name, phone numbers etc.)
- The user may not be sophisticated, mobile where they are using cellular phone or not have internet service
- No training of the customer to use the system
- Can take special instruction or can request call back of live personnel
- During office hours, can transfer the call to live representative
- The company wants to optimize its personnel and build an log trail of all activities

Flowchart



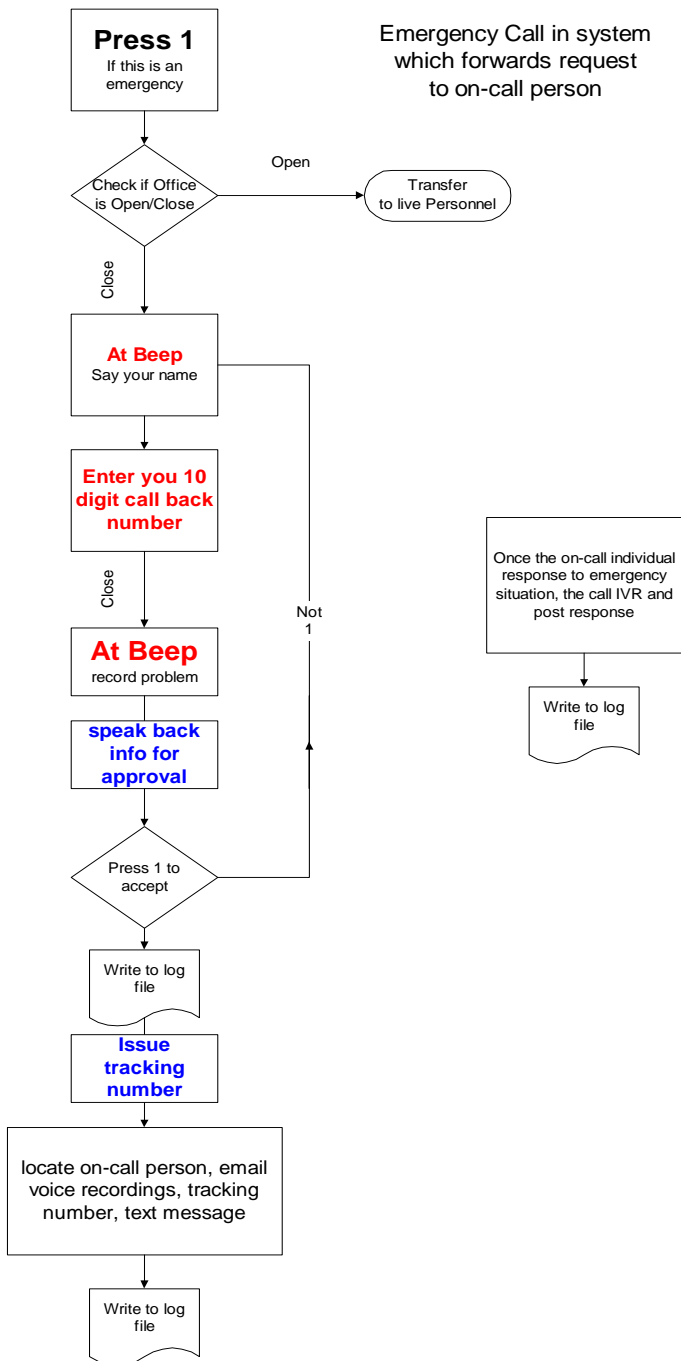
## ***Emergency Notification***

We are currently do this for a client who is a city government and also plan to do this for WA Butler, which plans to allow a veterinarian who needs a drug in an emergency situation where this office is closed to notify Butler of the request. This request is forward to the individual who is on-call and the two individuals can make the arrangements of what needs to be done to handle the problem.

## **Talking Points**

- Allows requests to be placed 24/7 (especially important after customer service has closed)
- Ability to answer multiple concurrent calls
- May collect information from caller that the unit will forward
- Can give specific information for each location (hours, contact name, phone numbers etc.)
- The user may not be sophisticated, mobile where they are using cellular phone or not have internet service
- No training of the customer to use the system
- Can take special instruction or can request call back of live personnel
- During office hours, can transfer the call to live representative
- The company wants to optimize its personnel and build an log trail of all activities

### Flowchart



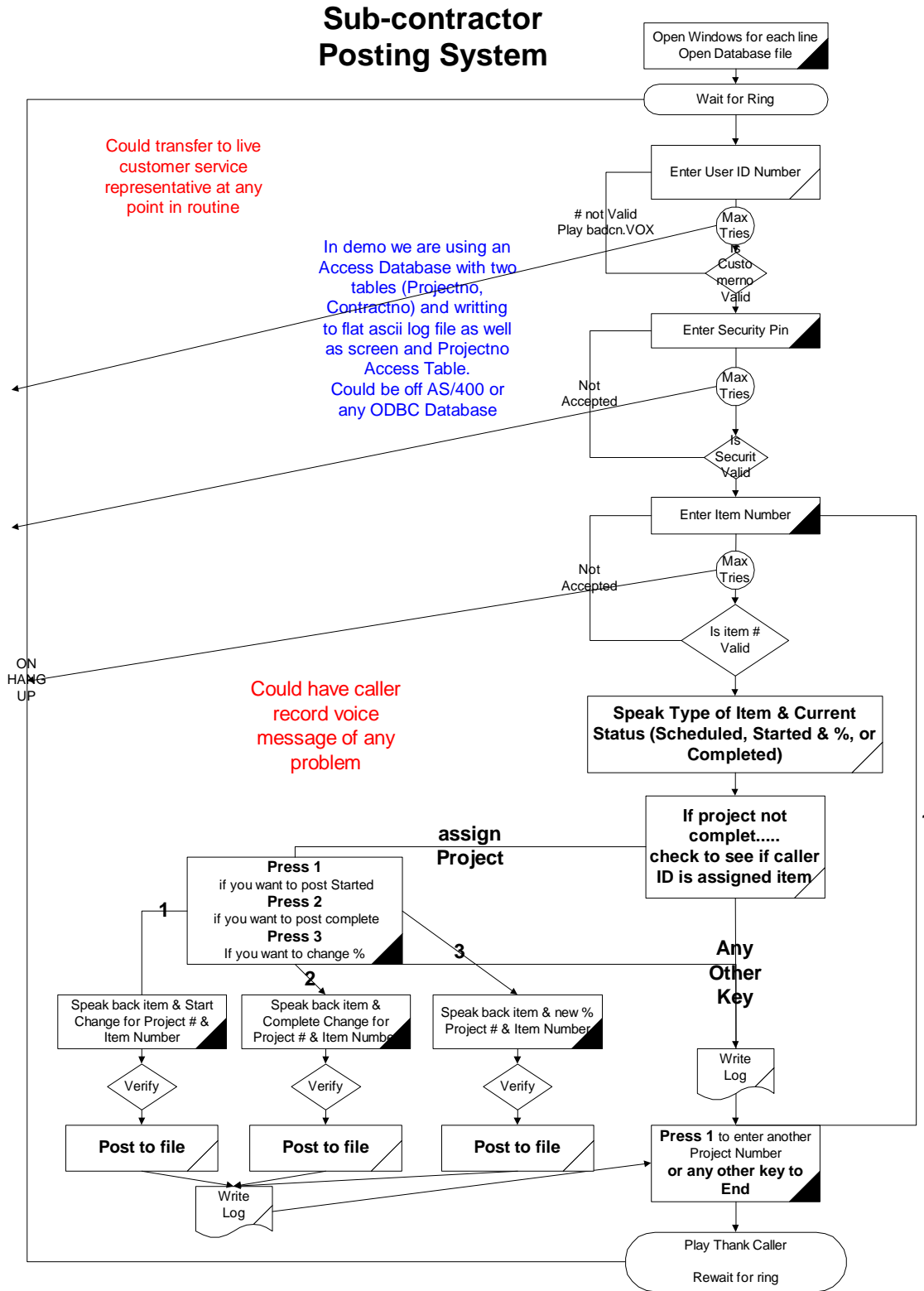
## ***Sub-contractor Posting System***

A general contractor may have a problem managing a construction site since it is remote and they have a number of subcontractors doing different projects, which may all be related. As an example, Subcontractor A is working on the dry wall in the kitchen until 10:00 PM to finish his project as Subcontractor B is planning to hang the kitchen cabinets the next day. Subcontractor B needs to know at 5:30 A.M. if the drywall is done so he can assign his men to report to that site.

### **Talking Points**

- Allows 24/7 posting and inquiry of items (especially important after customer service has closed)
- May collect information from caller that we will forward
- The user may not be sophisticated, mobile where they are using cellular phone or not have internet service
- No training of the customer to use the system
- Can take special instruction or can request call back of live personnel
- Corporate office knows status of job site
- Multiple foreign languages such as Spanish may be needed
- If there is an emergency, information may be gathered and forward to the project supervisor even if the subcontractor doesn't know who that is
- During office hours, can transfer the call to live representative
- The company wants to optimize its personnel and build an log trail of all activities

Flowchart



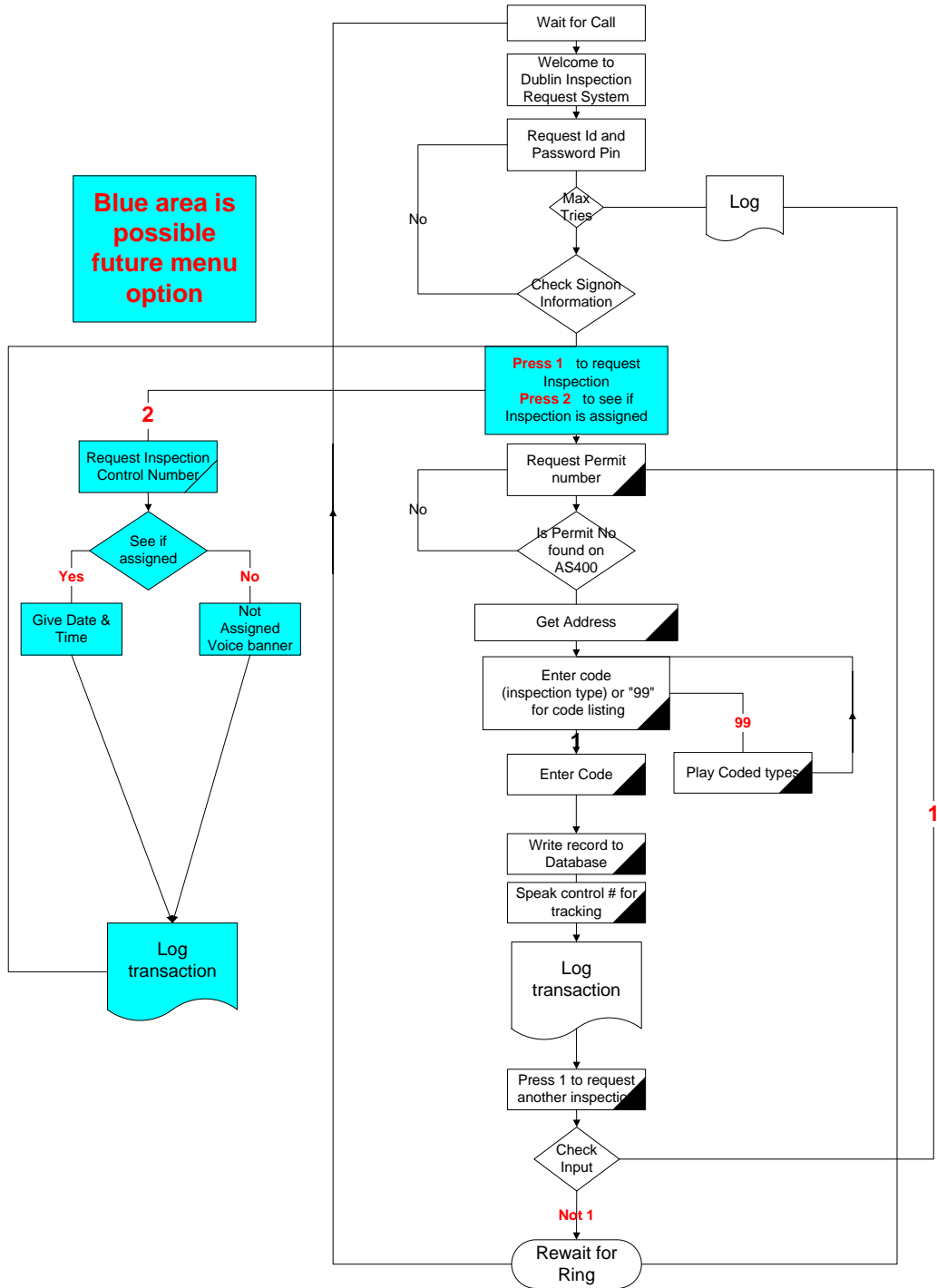
## ***Mayor's Court***

Many governmental departments and cities are facing a tough budget problem. With the rollback of tax revenues and the increased demands for customer service there are real shortfalls. One way a city can increase revenues is through traffic tickets. If a city can promote the payment of traffic tickets with a credit/debit card and not have to have an arraignment, money is saved. This not only makes the personnel in the justice department more efficient as the IVR is now taking calls that a live representative use to have to take, but it can now be done outside of office hours.

## **Talking Points**

- Overall improvement in customer service
- Ability to answer multiple concurrent calls
- Allows 24/7 inquiry of when the arraignment is (especially important after customer service has closed)
- Allow multiple concurrent calls
- Allows caller to know what bond is for this type of ticket
- Tell caller if appearance is required at hearing
- May collect payment for forfeit bond if appearance not required
- The user may not be sophisticated, mobile where they are using cellular phone or not have internet service
- No training of the customer to use the system
- Can take special instruction or can request call back of live personnel
- If arrest warrant is issued, could transfer caller to live personnel
- If arraignment date is passes, could transfer caller to live personnel
- Multiple foreign languages such as Spanish may be needed
- Could give hours of operation, time of arraignment, directions, etc.
- During office hours, can transfer the call to live representative
- The city wants to optimize its personnel and build an log trail of all activities

Flowchart





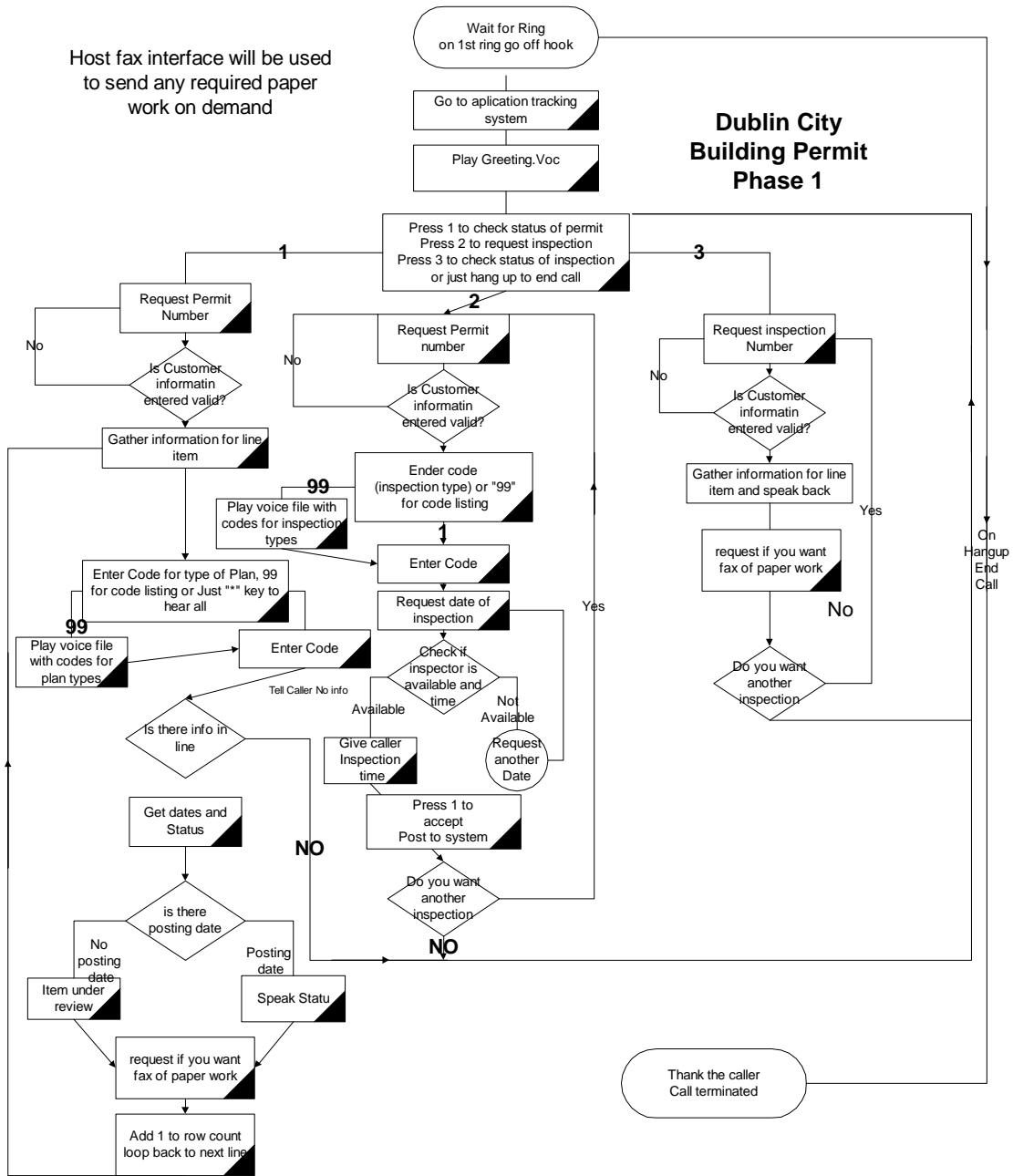
## ***Building Permits***

Many governmental departments and cities are facing a tough budget problem. With the rollback of tax revenues and the increased demands for customer service there are real shortfalls. Building Permits is an obvious application as contractors who need to interact with the building permits department work hours outside the normal office hours that a city provides. They are also mobile where the cellular phone on their belt is the I/O of choice.

### **Talking Points**

- Overall improvement in customer service
- Ability to answer multiple concurrent calls
- Allows 24/7 inquiry or scheduling of inspections (especially important after customer service has closed)
- Allows caller to know what bond is for this type of ticket
- Provides quality control of building permits as all transaction are logged and date/time stamp
- The user may not be sophisticated, mobile where they are using cellular phone or not have internet service
- No training of the customer to use the system
- Can take special instruction or can request call back of live personnel
- Could cancel inspections
- Multiple foreign languages such as Spanish may be needed
- Could give hours of operation, time of arraignment, directions, etc.
- During office hours, can transfer the call to live representative
- The city wants to optimize its personnel and build an log trail of all activities

Flowchart



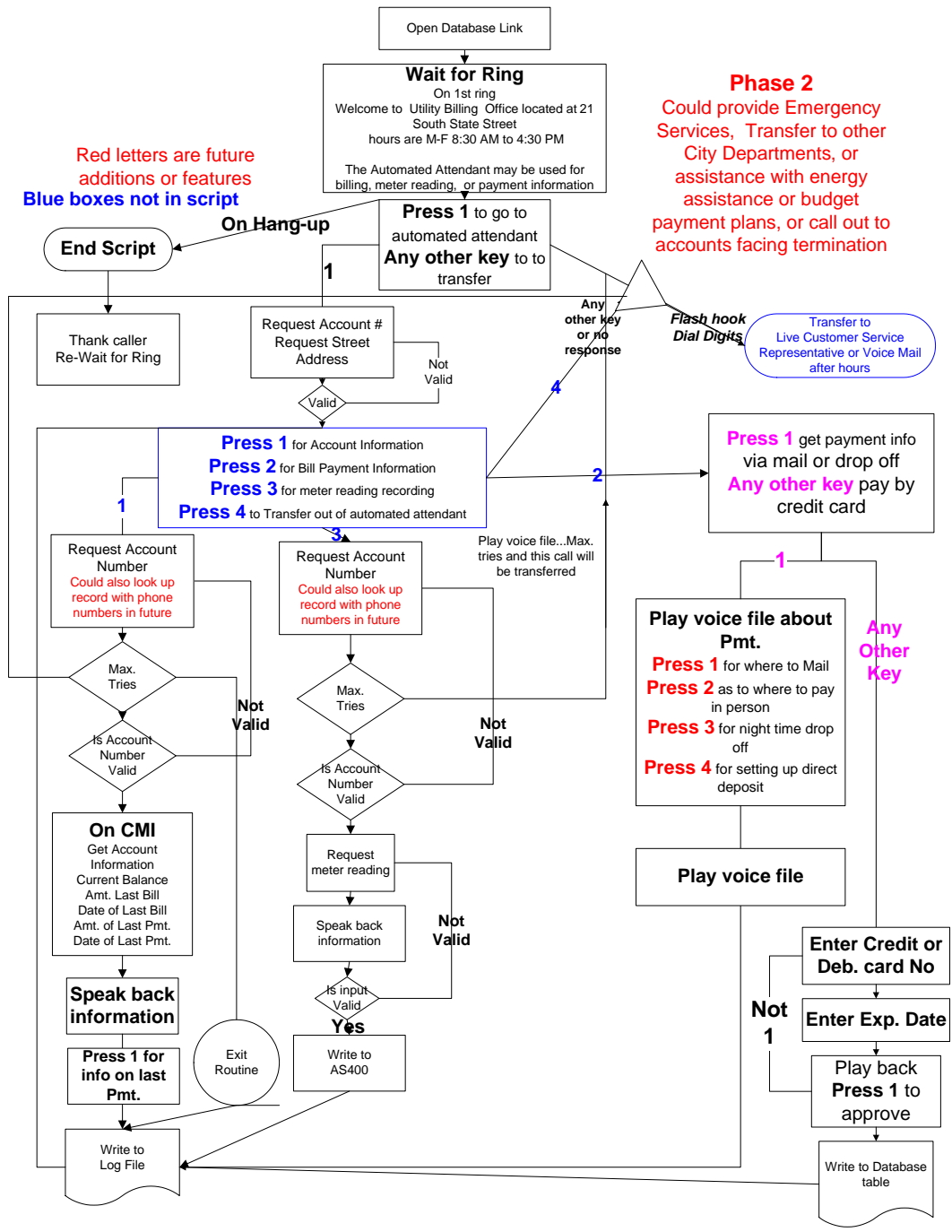
## ***Utility Billing***

Many governmental departments and cities are facing a tough budget problem. With the rollback of tax revenues and the increased demands for customer service there are real shortfalls. Utility Billing is another application, which the city may need to interact with its citizens and provide information on a 24/7 bases.

### **Talking Points**

- Overall improvement in customer service
- Ability to answer multiple concurrent calls
- Allows 24/7 inquiry, payment or meter entry (especially important after customer service has closed)
- Get account information
- Make payments
- Enter meter readings
- Have service turn on or off
- Get information about office hours, office locations, and payment drop boxes locations
- The user may not be sophisticated, mobile where they are using cellular phone or not have internet service
- No training of the customer to use the system
- Can take special instruction or can request call back of live personnel
- Could schedule or cancel service personnel
- Multiple foreign languages such as Spanish may be needed
- During office hours, can transfer the call to live representative
- The city wants to optimize its personnel and build an log trail of all activities

Flowchart



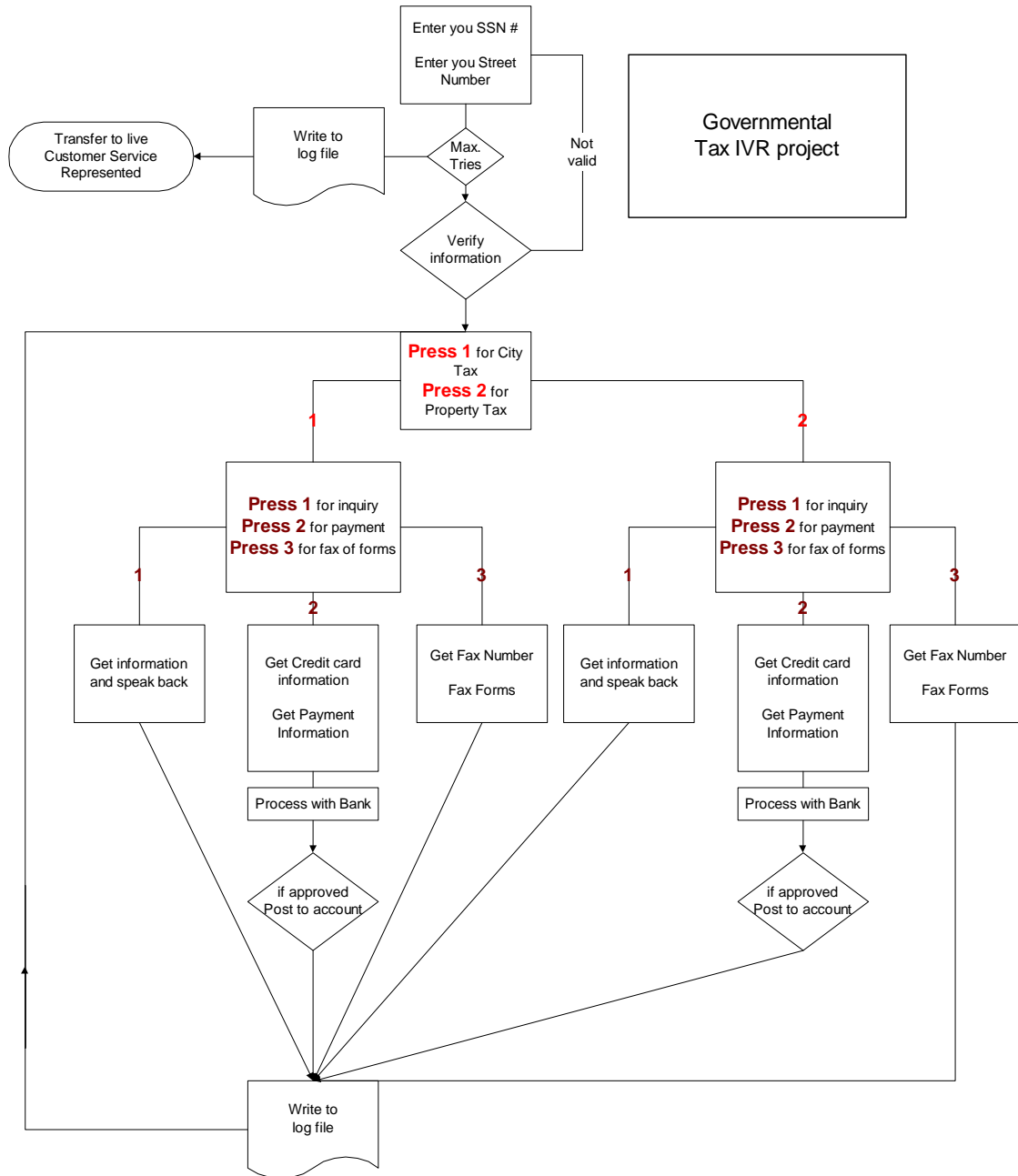
## **Taxes**

Many governmental departments and cities are facing a tough budget problem. With the rollback of tax revenues and the increased demands for customer service there are real shortfalls. Tax department is another application, which the city may need to interact with its citizens and provide information on a 24/7 bases.

## **Talking Points**

- Overall improvement in customer service
- Ability to answer multiple concurrent calls
- Allows 24/7 inquiry, payment or reports/forms to be faxed (especially important after customer service has closed)
- Get account information
- Make payments
- Get information about office hours, office locations, and payment mail addresses
- The user may not be sophisticated, mobile where they are using cellular phone or not have internet service
- No training of the customer to use the system
- Can take special instruction or can request call back of live personnel
- Multiple foreign languages such as Spanish may be needed
- During office hours, can transfer the call to live representative
- The city wants to optimize its personnel and build an log trail of all activities

Flowchart



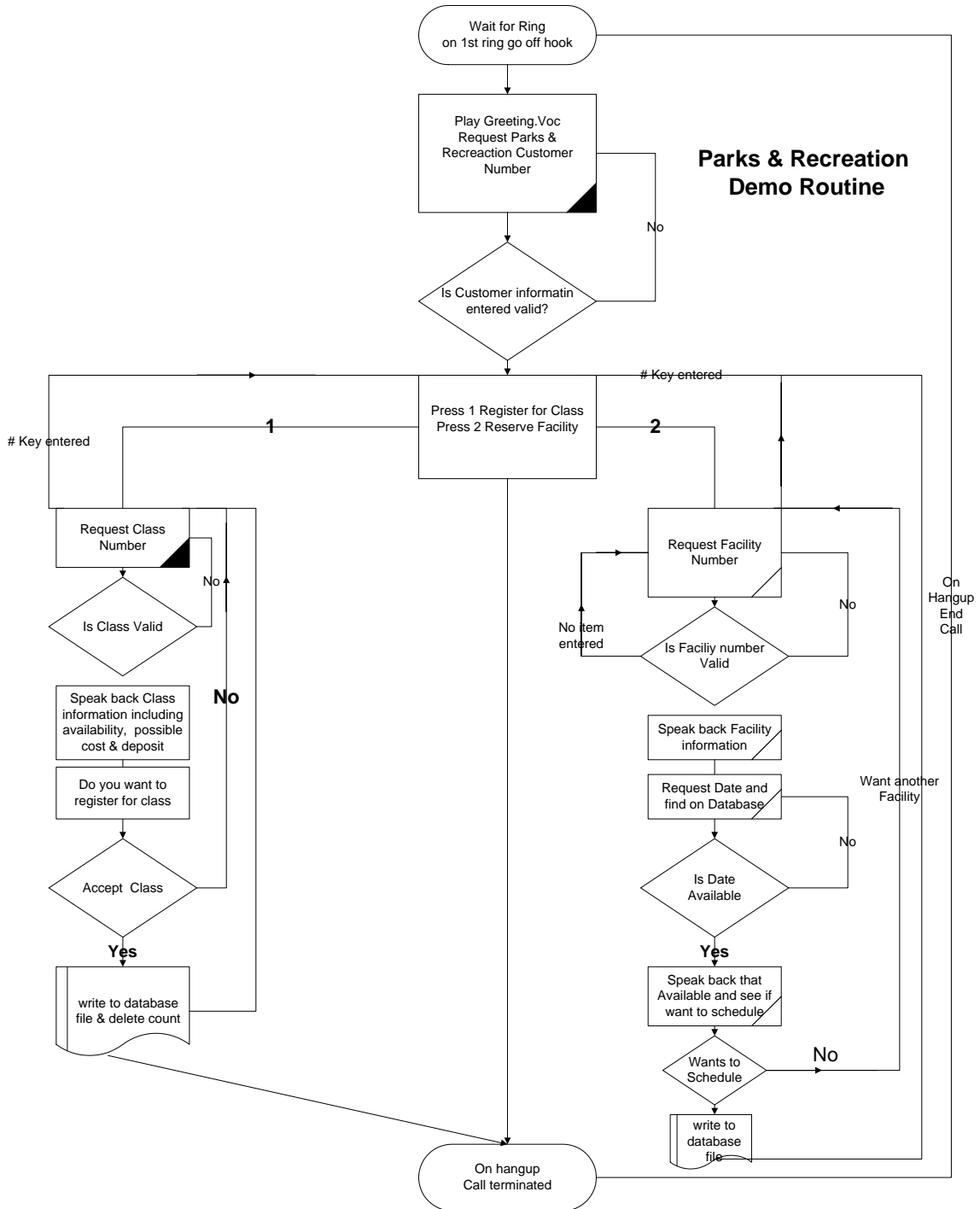
## ***Parks & Rec. Class Scheduling***

Many governmental departments and schools offer classes or training courses, which their citizens need to enroll in. A live registration system gives the benefit that if a class is full, the caller is informed and perhaps the system will make a suggestion of an alternative time the same course is offered.

### **Talking Points**

- Overall improvement in customer service
- Allows 24/7 enrollment or course inquiry (especially important after customer service has closed)
- Inquire on previous reservation of class enrollment
- Cancel reservation or class enrollment
- Can reserve a facility
- Tells caller if course is full and offers alternative times or builds a waiting list
- Allow multiple concurrent calls
- Could gather payments
- Get information about office hours, office locations, and payment mail addresses
- The user may not be sophisticated, mobile where they are using cellular phone or not have internet service
- No training of the customer to use the system
- Can take special instruction or can request call back of live personnel
- Multiple foreign languages such as Spanish may be needed
- During office hours, can transfer the call to live representative
- The city or school wants to optimize its personnel and build an log trail of all activities

Flowchart





## ***House check system***

Many cities may want to offer to their residents the ability for them to report to the local police department that they are out of town. (It is desirable to offer this service in upscale neighborhoods and to minimize the cost to provide that service.) As routine police patrols go past these homes, the policemen in the squad car are notified as to what houses on their route they may want to pay special attention to.

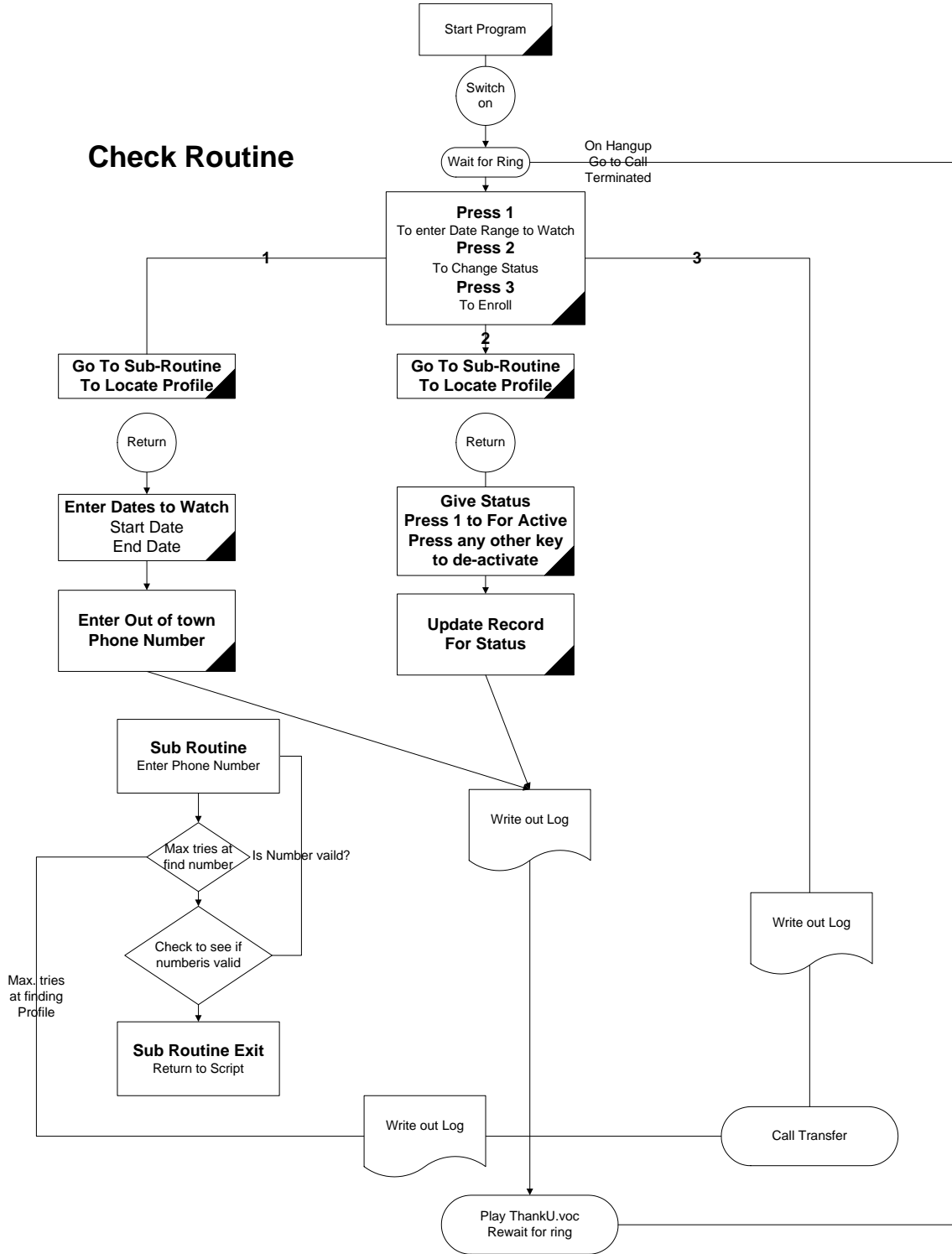
## **Talking Points**

- Overall improvement in customer service
- Requires the home owner to enroll their home profile
- Allows 24/7 enrollment of dates for the house to be under watch (especially important after customer service has closed)
- Can turn watch on or off from any phone from any location
- Police department prints report of homes by route that are to be watched list
- Allow multiple concurrent calls
- The user may not be sophisticated, mobile where they are using cellular phone or not have internet service
- No training of the customer to use the system
- Can take special instruction or can request call back of live personnel
- Multiple foreign languages such as Spanish may be needed
- During office hours, can transfer the call to live representative
- The city wants to optimize its personnel and build an log trail of all activities

## House Check System

PhoneNo	1234567	StartDate	5/20/2001
Name	Mary Smith	EndDate	6/30/2001
Active	<input checked="" type="checkbox"/>	Voicefile	<input checked="" type="checkbox"/>
StreetAddress	456 Lane Ave	Zone	1
CityAddress	Upper Arlington		
StateAddress	Oh		
ZipAddress	43221	Last_Contact:	5/17/2001
Use_Emer_Contact	<input checked="" type="checkbox"/>	Call_Result:	Change Status
Emer_Contact	Sue Walters		
Emer_PhoneNo	7404744345	Out of Town Phone No	

**Flowchart**



## ***Senior outreach program***

Many cities may want to offer to their residents the ability for older senior citizens to live longer in their homes independently where the city checks in on them automatically with the ODTVISION VRU. (It is desirable to offer this service in upscale neighborhoods and to minimize the cost to provide that service.) If we cannot reach that individual and if certain conditions are met, such as we cannot reach emergency contact or that individual has some form of medical condition, we may want to send a policeman or fireman to the door.

### **Talking Points**

- Overall improvement in customer service
- Requires the user to enroll their profile
- Allows 24/7 ability to change profile (especially important after customer service has closed)
- Can turn the service on or off from any phone from any location
- Automatic contact of emergency contact individuals
- Allow multiple concurrent calls
- If senior citizen calls in, they will not be called that day
- The user may not be sophisticated, mobile where they are using cellular phone or not have internet service
- No training of the customer to use the system
- Multiple foreign languages such as Spanish may be needed
- During office hours, can transfer the call to live representative
- If we cannot reach individual, their emergency contact, we may send city representative to see what is wrong
- The city wants to optimize its personnel and build an log trail of all activities

**Senior Outreach Program**

PhoneNo: 1234567      Check Mark = Yes      Mark or fill in Blue Areas

Name: Mary Smith      Select Contact Day

Active:       Sun:

Call Schedule: AM      Mon:

Street: 456 Lane Ave      Tue:

City: Upper Arlington      Wed:

State: Oh      Thu:

Zip: 43221      Fri:

Use\_Emer\_Contact:       Sat:

Emer\_Contact: Sue Walters      Answer Machine:

Emer\_PhoneNo: 7404744345      Medical: diabetes

Last\_Contact: 5/5/2001

Call Response: Assist.Req

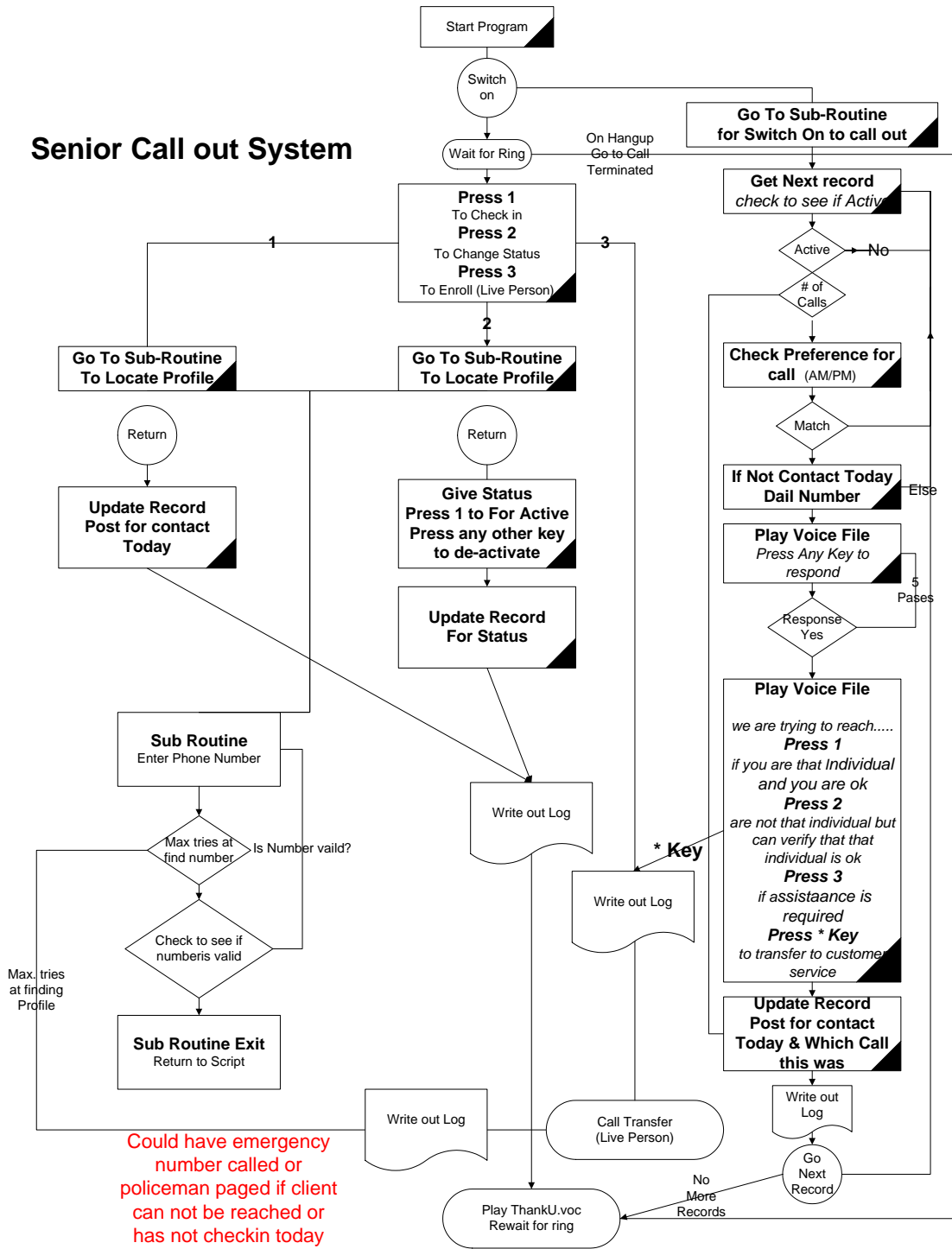
Last Call: [ ]

Call Attempt: 3

Voice File Recorded:

**Flowchart**

### Senior Call out System



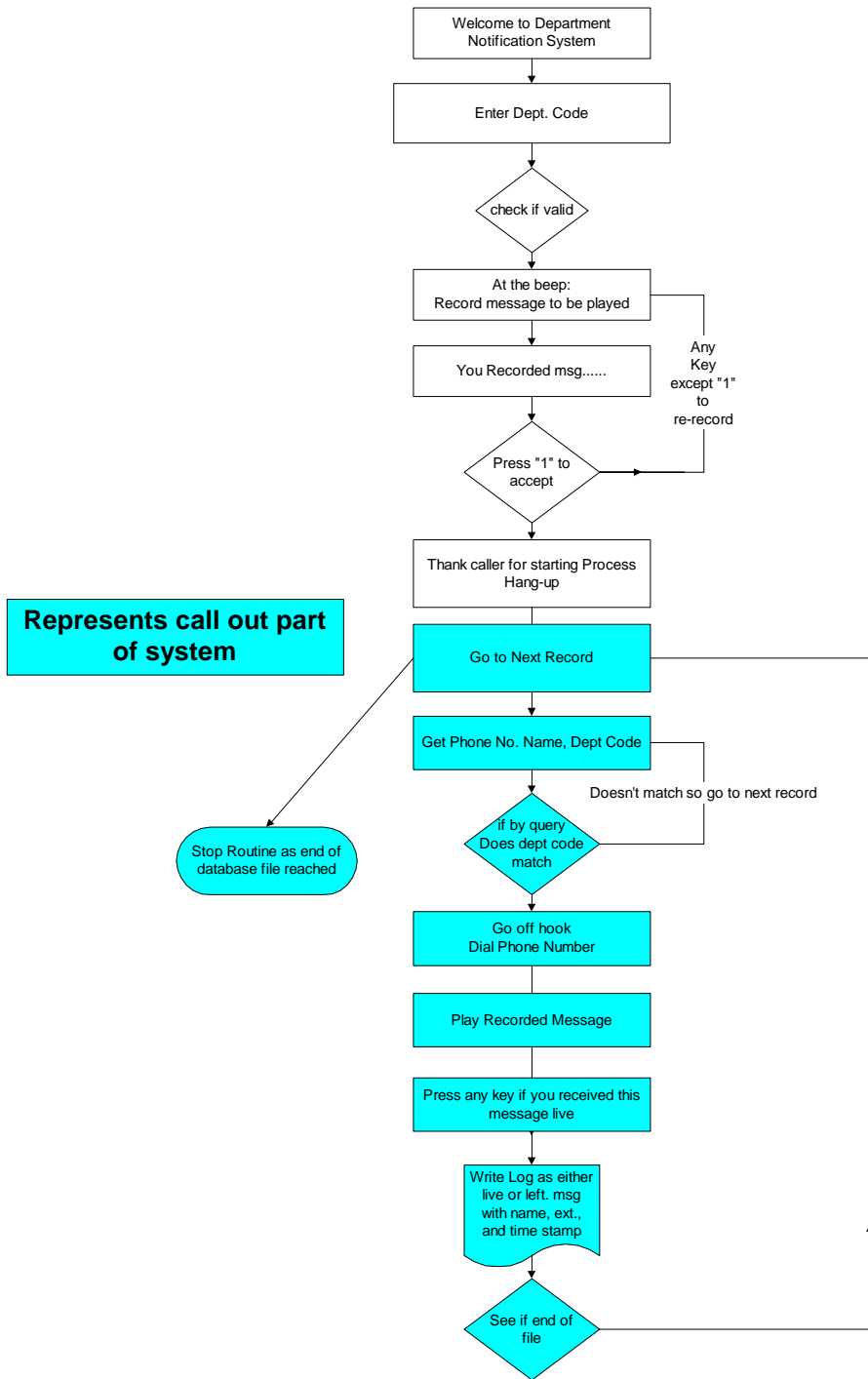
## ***Personnel Scheduling***

May cities may want to make one phone call and record a voice file which would initiate the ODTVISION VRU to call a sub-group of employees who they want to come in as directed by the recorded voice message. A typical example of this, street maintenance employees are called in to remove snow.

## **Talking Points**

- Overall improvement in scheduling the employees
- Only one phone call will initiate may calls
- A log file is built as to who was called when
- Allow multiple concurrent calls
- The user may not be sophisticated, mobile where they are using cellular phone or not have internet service
- No training of the customer to use the system
- Multiple foreign languages such as Spanish may be needed
- The city wants to optimize its personnel and build an log trail of all activities

Flowchart





## ***Employee Verification***

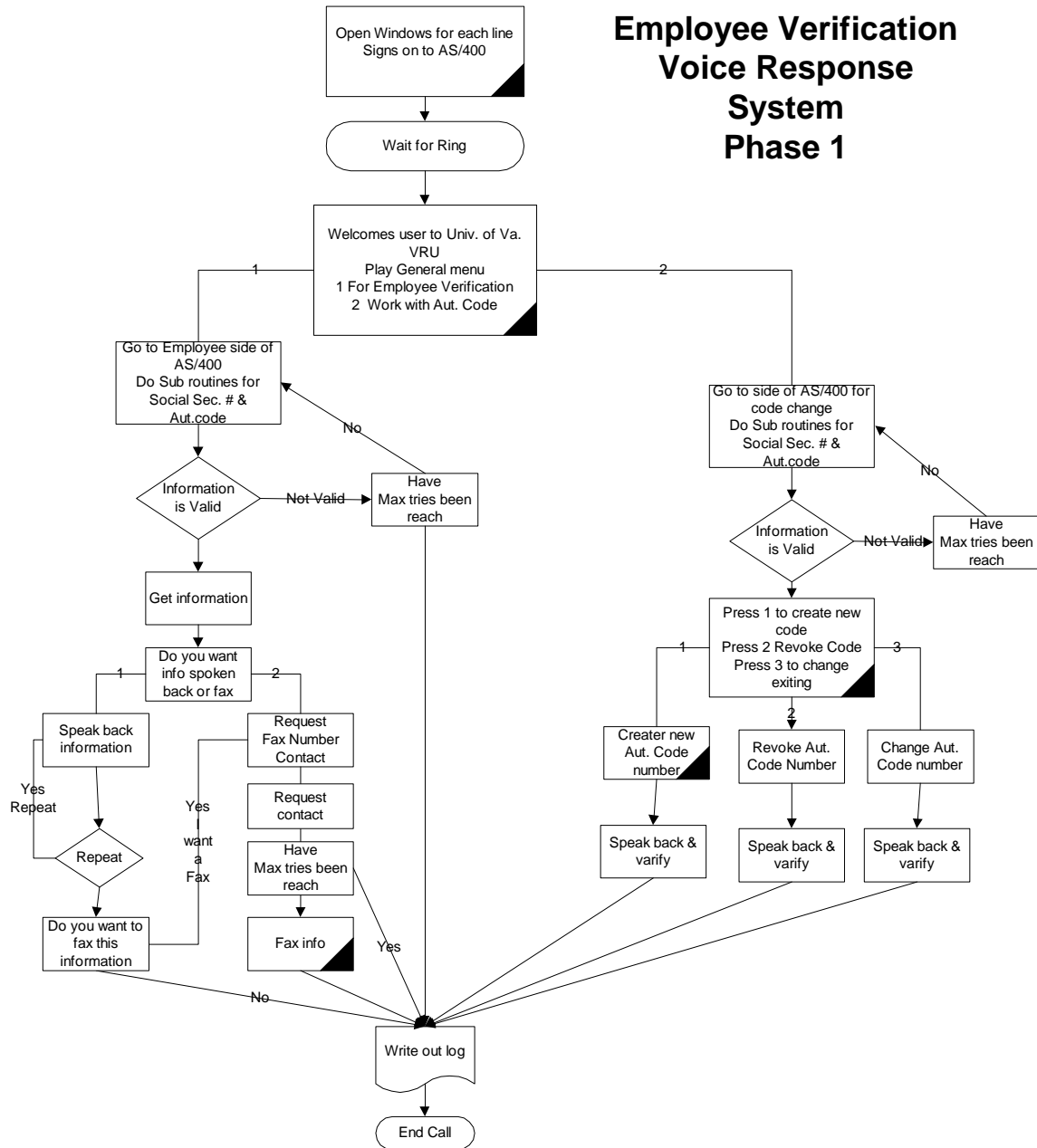
Any HR department has the requirement to provide proof and history of employment for employees to 3<sup>rd</sup> party individuals such as loan processing officers or other individuals such as spouses support agencies. An employee may be at an automobile dealership at 7:00 PM., locates a car they wish to purchase, and can start the paperwork on the loan process that night.

## **Talking Points**

- Overall improvement in employee service and privacy
- Employee's information is only given to individuals who have the clearance and permission for that information
- Employee can change security pin number
- Information could be spoken or faxed to loan officer
- A log file is built as to who, about which employee and when
- Employee calls in to activate or de-activate authorization
- Allow multiple concurrent calls
- The user may not be sophisticated, mobile where they are using cellular phone or not have internet service
- No training of the customer to use the system
- Multiple foreign languages such as Spanish may be needed
- Lowers the cost to provide this service
- The city wants to optimize its personnel and build an log trail of all activities

Flowchart

**Employee Verification  
Voice Response  
System  
Phase 1**



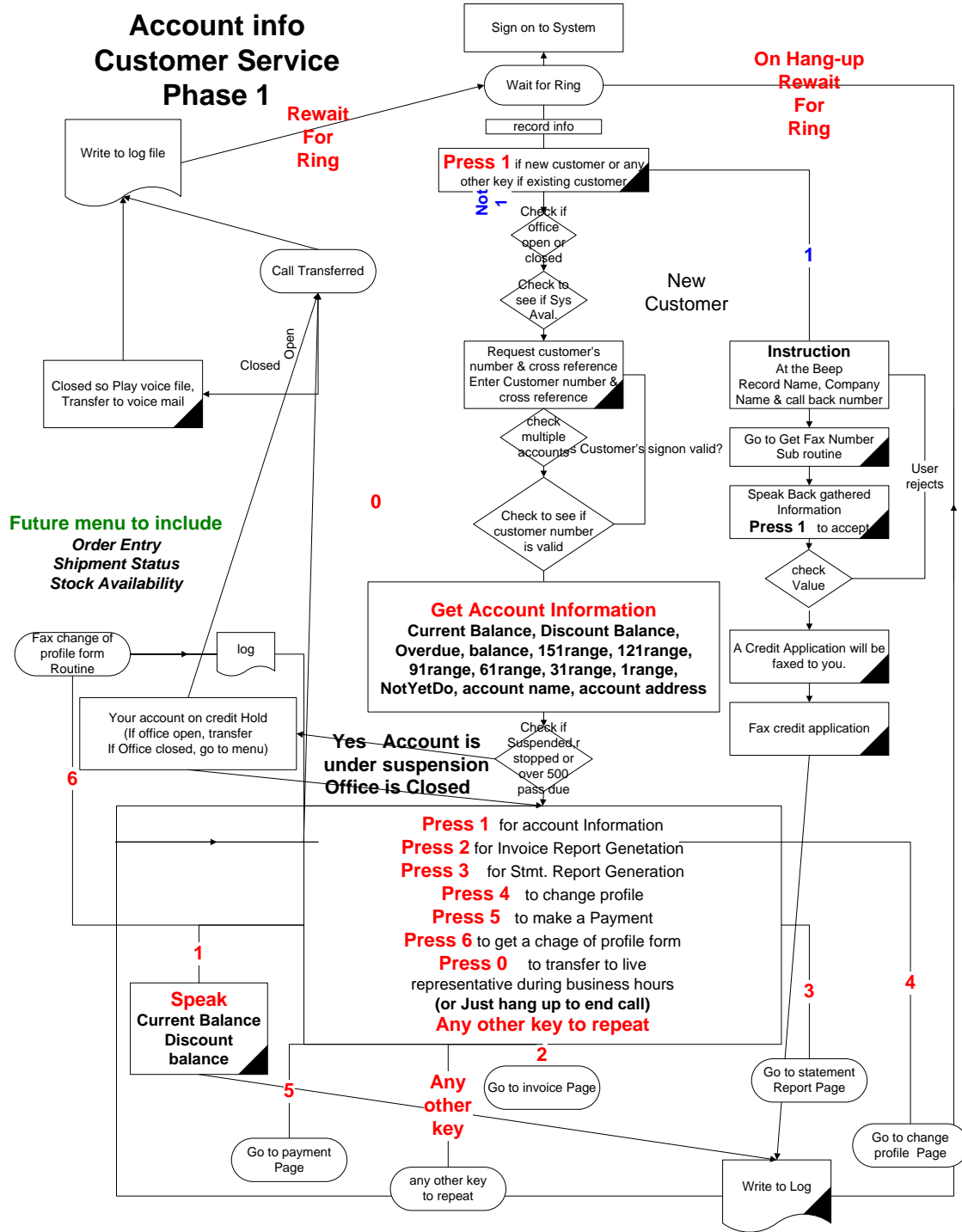
## ***Financial***

Your client may want to check their account balance, credit limit, make a payment, or get a statement/invoice faxed back on demand. This may be a standalone system or off another application where the caller originally called shipment status and found out an order is on credit hold. The ODTVISION VRU allows them to resolve this on a 24/7 bases or perhaps you just want to optimize existing personnel and shorting the time a caller is possibly on hold.

## **Talking Points**

- Overall improvement in customer service and privacy
- Provides security for caller
- Multiple concurrent calls
- Customer can make account inquiries
- Customer can get reports, statements, invoices faxed back on demand
- Customers can make payments
- Employee can change security pin number
- The user may not be sophisticated, mobile where they are using cellular phone or not have internet service
- No training of the customer to use the system
- Multiple foreign languages such as Spanish may be needed
- Lowers the cost to provide this service
- The company wants to optimize its personnel and build an log trail of all activities

Flowchart



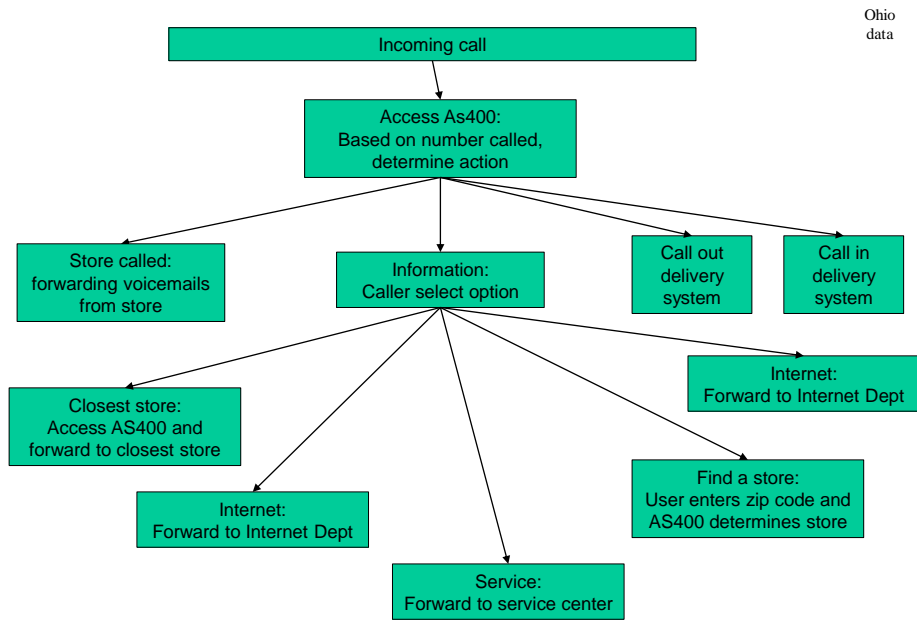
### ***Call Ahead Delivery Notification***

Once a day's delivery or production schedule is compiled, you may want to call your customers, email them or send them a text about their delivery or when their order will be available. This may also be for orders which were on backorder and are now available.

### **Talking Points**

- Overall improvement in customer service and privacy
- Unit can be scheduled to start process at given time each day
- Notices can either be outbound calls or e-mails
- The user may not be sophisticated, mobile where they are using cellular phone or not have internet service
- No training of the customer to use the system
- Multiple foreign languages such as Spanish may be needed
- Lowers the cost to provide this service
- The company wants to optimize its personnel and build an log trail of all activities

## Flowchart



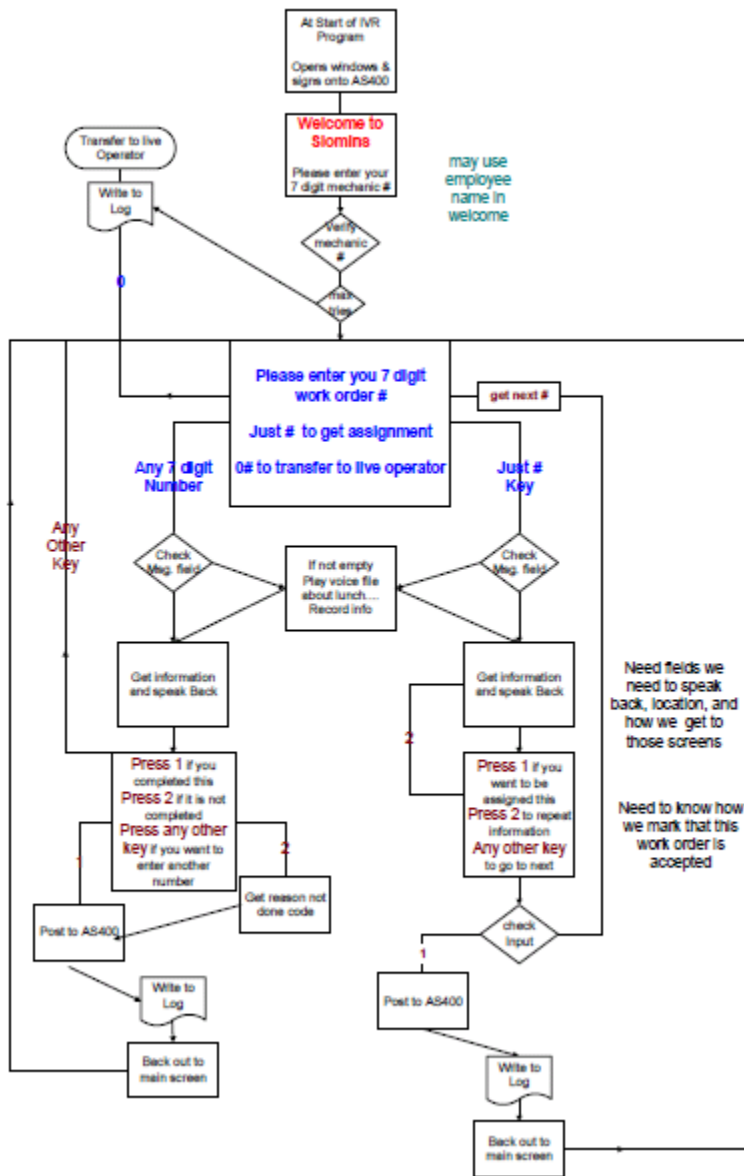
## ***Remote Service Personnel***

Perhaps from your order entry system we want to send a text message to route delivery personnel to make a delivery of soda to a convenience store who has called in on Saturday afternoon to order 75 more cases of Coke. Or, we have a dairy farmer that need to schedule an artificial insemination technical as he just saw a cow bulling. These calls may come in any time, day or night. If it is an emergency type problem, it may need immediate attention

## **Talking Points**

- Overall improvement in customer service and privacy
- Proper people in the field are notified instantly
- Notices can either be outbound calls or e-mails
- The user may not be sophisticated, mobile where they are using cellular phone or not have internet service
- No training of the customer to use the system
- Multiple foreign languages such as Spanish may be needed
- Lowers the cost to provide this service
- The company wants to optimize its personnel and build an log trail of all activities

## Flowchart





## ***Insurance***

Insurance firms need to interact with a variety of users on a 24/7 bases.

### **Talking Points**

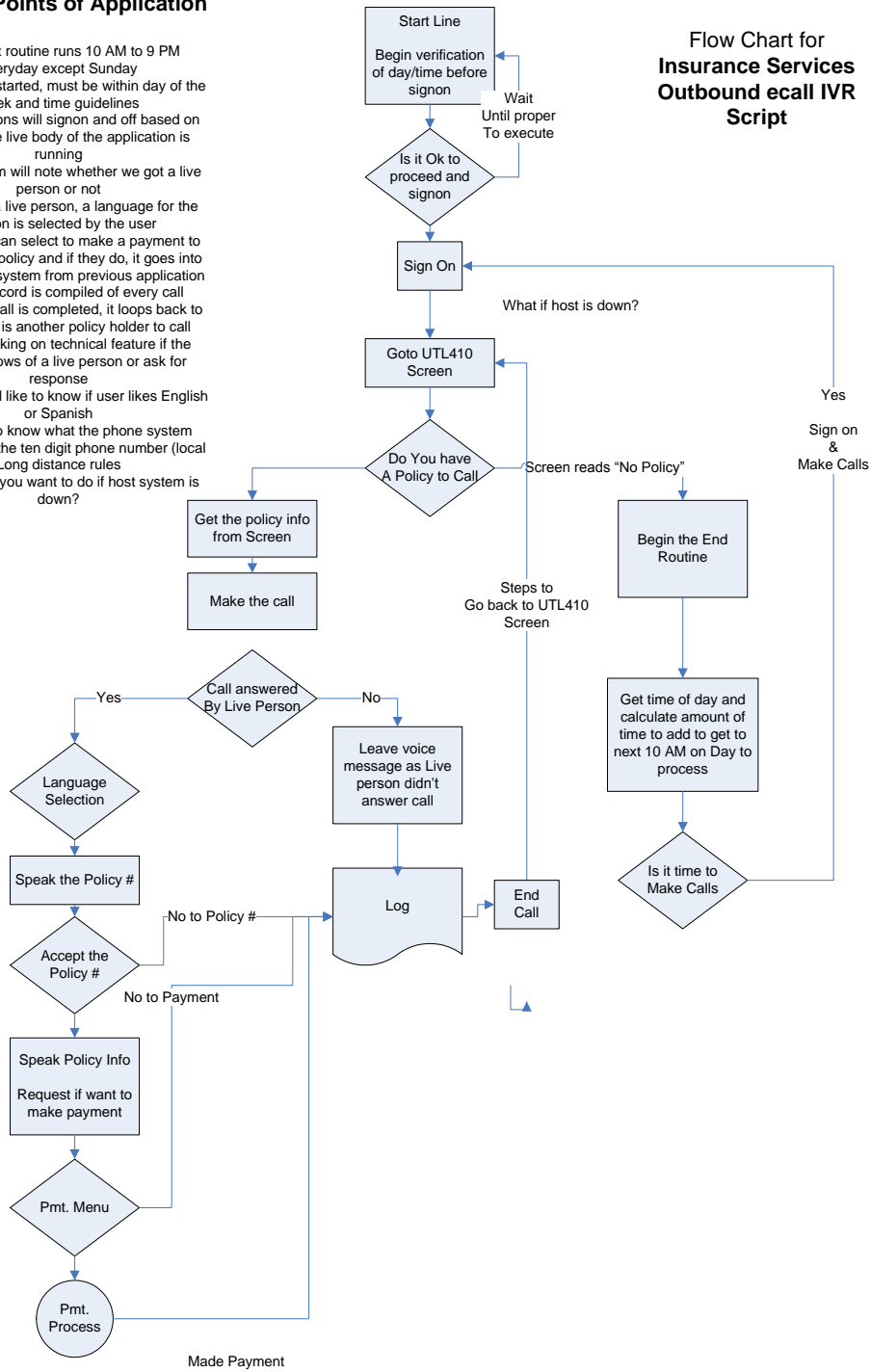
- Overall improvement in customer service and privacy
- Check policy status
- Check schedule benefits
- Check claim payment status
- Open enrollment
- Obtain various reports
- Meet security and HIPAA privacy requirements
- The user may not be sophisticated, mobile where they are using cellular phone or not have internet service
- No training of the customer to use the system
- Multiple foreign languages such as Spanish may be needed
- Lowers the cost to provide this service
- The company wants to optimize its personnel and build an log trail of all activities

## Flowchart

### Talking Points of Application

1. Call out routine runs 10 AM to 9 PM everyday except Sunday
2. When line started, must be within day of the week and time guidelines
3. The sessions will signon and off based on whether the live body of the application is running
4. The system will note whether we got a live person or not
5. If we get a live person, a language for the session is selected by the user
6. The user can select to make a payment to reinstate the policy and if they do, it goes into the payment system from previous application
7. A log record is compiled of every call
8. After that call is completed, it loops back to see if there is another policy holder to call
9. Still checking on technical feature if the system knows of a live person or ask for response
10. Still would like to know if user likes English or Spanish
11. Need to know what the phone system needs to dial the ten digit phone number (local Long distance rules)
12. What do you want to do if host system is down?

### Flow Chart for Insurance Services Outbound ecall IVR Script



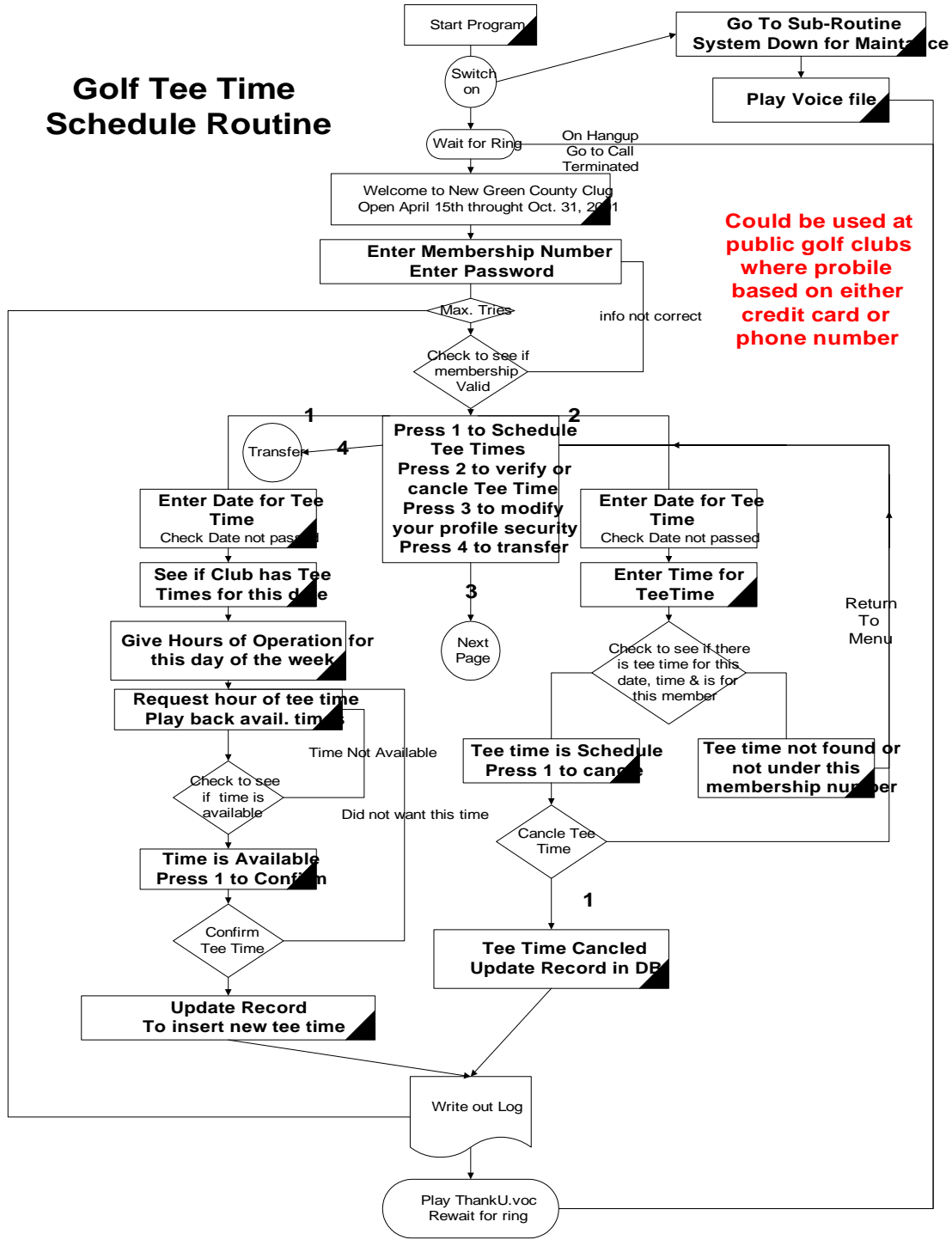
## ***Golf Course Scheduling***

A golf course may desire to schedule tee times on a 24/7 bases and to take multiple calls at the same time. The same is true for any firm or organization that needs to set up appointments such as a doctor's office, hairdresser, etc.

### **Talking Points**

- Overall improvement in customer service and privacy
- Schedule appointments
- Cancel appointments
- Check availability
- User may be using cellular phone or be mobile
- The user may not be sophisticated, mobile where they are using cellular phone or not have internet service
- No training of the customer to use the system
- Multiple foreign languages such as Spanish may be needed
- Lowers the cost to provide this service
- The company wants to optimize its personnel and build an log trail of all activities

Flowchart



## ***TBA Signoff***

Today we are looking at a store forward application for insurance firms, where HIPAA requires a signoff of a procedure within 24 hours. This can be done through the ODTVISION VRU System.

## **Talking Points**

- Overall improvement in customer service and privacy
- Check policy status and that the person has insurance with us
- Get contact information from the provider
- Record procedure request
- Play all information back to caller to verify
- Get schedule benefits, policy status, & policy history
- E-mail to person on call
- Once on-call individual responds to provider, they call IVR to post completion and results
- Meet security and HIPAA privacy requirements
- The user may not be sophisticated, mobile where they are using cellular phone or not have internet service
- No training of the customer to use the system
- Multiple foreign languages such as Spanish may be needed
- Lowers the cost to provide this service
- The company wants to optimize its personnel and build an log trail of all activities

## ***Employee Call-in/Out System***

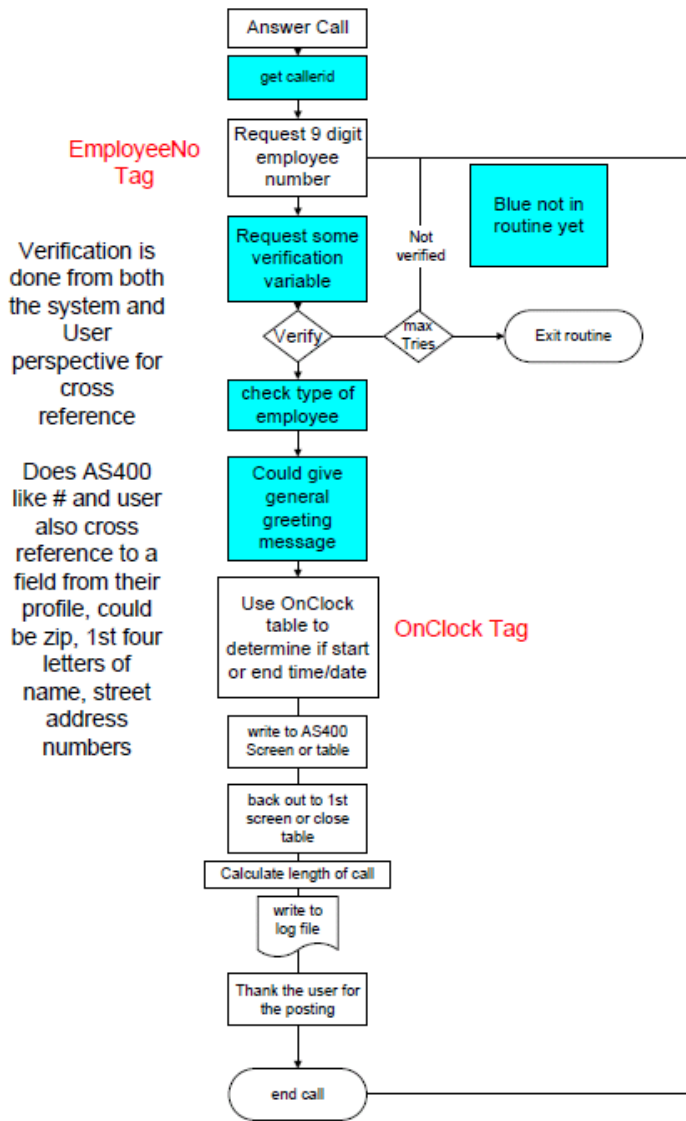
Today we are looking at an employee call in system to report they will be late or missing a shift. The unit then calls out to find a replacement. This can be done through the ODTVISION VRU System.

HR is not always open on a 24/7 basis even though the firm may be running 24/7 and we may have a campus like environment.

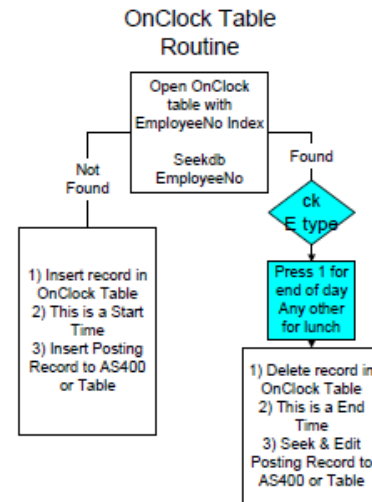
## **Talking Points**

- Overall improvement in HR service and privacy
- Check to see if employee is going to be late or miss shift
- Get department and shift information
- Allows employee to use vacation or sick pay
- Informs the caller if they have missed too much work
- E-mail to department manager the employee “x” is missing shift or going to be late
- Information not only posted in HR but also department is notified
- Replacement worker is found and department is notified
- The user may not be sophisticated, mobile where they are using cellular phone or not have internet service
- No training of the user to use the system
- Multiple foreign languages such as Spanish may be needed
- Lowers the cost to provide this service
- The company wants to optimize its personnel and build an log trail of all activities

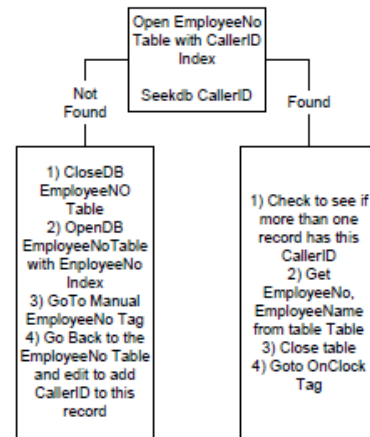
### Flowchart (time clock)



### Remote Employs Time Clock



### CallerId Routine



## ***Employee Assignment***

Today we are looking at a remote employee call in system to find out what their next work assignment is or to post completion of current job. This can be done through the ODTVISION VRU System.

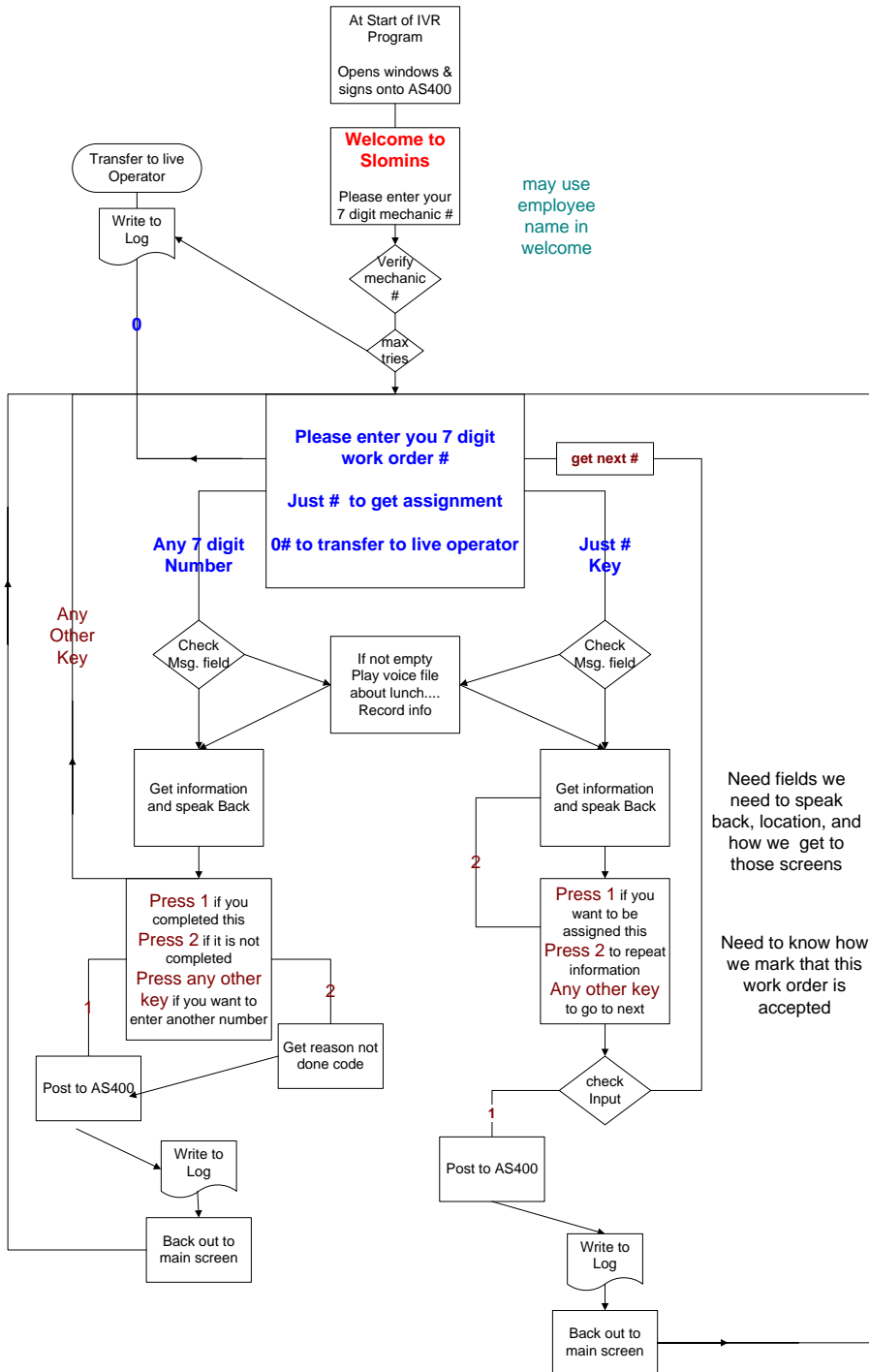
HR is not always open 24/7 bases even though the firm may be running 24/7 and we may have an external remote like environment.

## **Talking Points**

- Overall improvement in HR service and privacy
- Check to see if employee is getting next work assignment or post completion of current job
- The user may not be sophisticated, mobile where they are using cellular phone or not have internet service
- No training of the user to use the system
- Multiple foreign languages such as Spanish may be needed
- Lowers the cost to provide this service
- The company wants to optimize its personnel and build an log trail of all activities



Flowchart



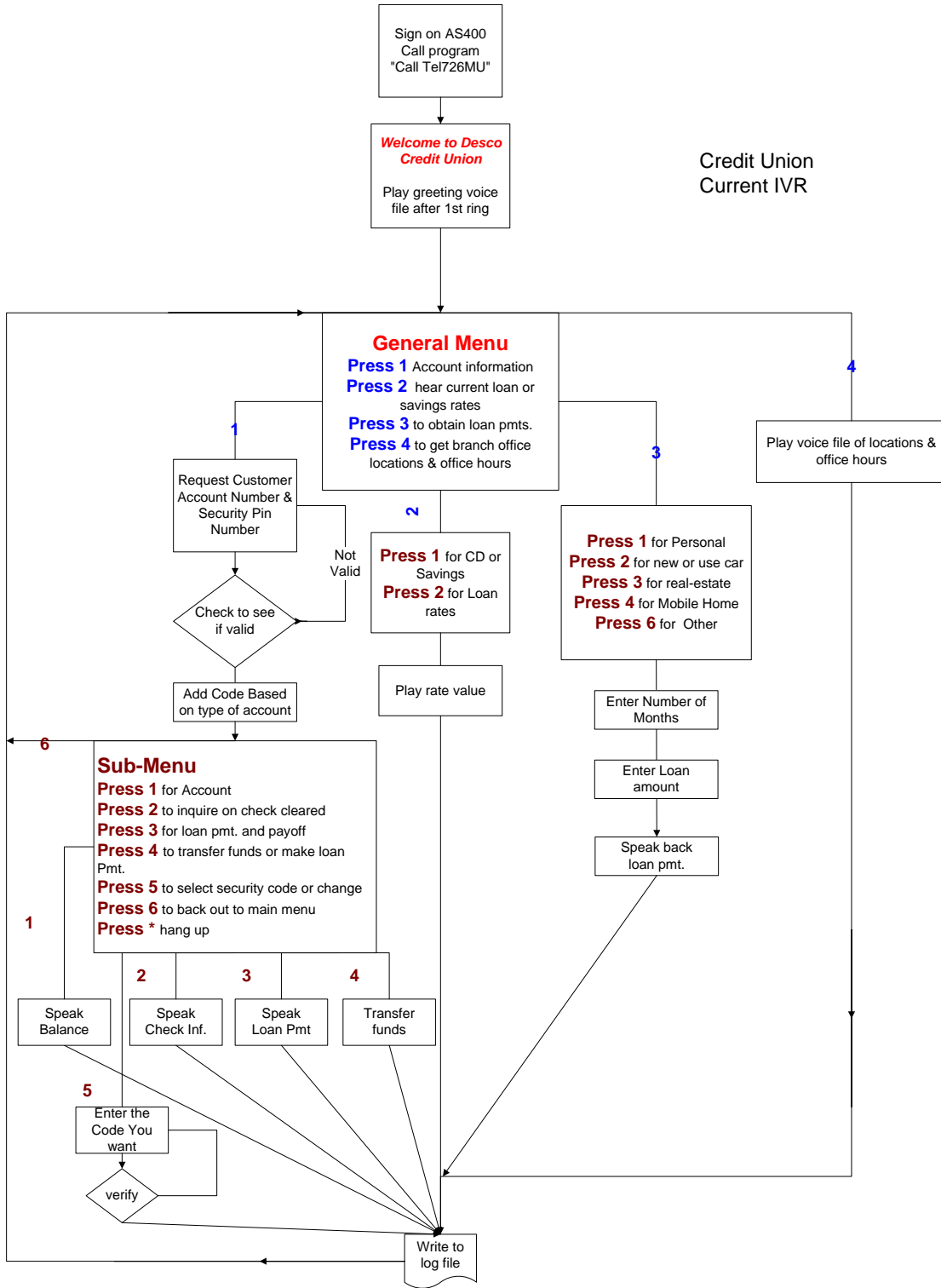
## ***Credit Union***

A Credit Union or Bank is not always open 24/7, even though their customers may want to interact with them.

### **Talking Points**

- Overall improvement in Customer service and privacy
- Inquire on Accounts, loans, checking accounts....
- Make payments
- Inquire on loan rates, office hours, branch locations
- The user may not be sophisticated, mobile where they are using cellular phone or not have internet service
- No training of the user to use the system
- Multiple foreign languages such as Spanish may be needed
- Lowers the cost to provide this service
- The company wants to optimize its personnel and build an log trail of all activities

Flowchart



## ***Wire Transfer***

A Bank is not always open 24/7, even though their customers may want to interact with them regarding wire transfers

### **Talking Points**

- Overall improvement in Customer service and privacy
- Inquire on accounts and wire transfers....
- Initiate a wire transfer
- Inquire on rates, office hours, branch locations
- The user may not be sophisticated, mobile where they are using cellular phone or not have internet service
- No training of the user to use the system
- Multiple foreign languages such as Spanish may be needed
- Lowers the cost to provide this service
- The company wants to optimize its personnel and build an log trail of all activities

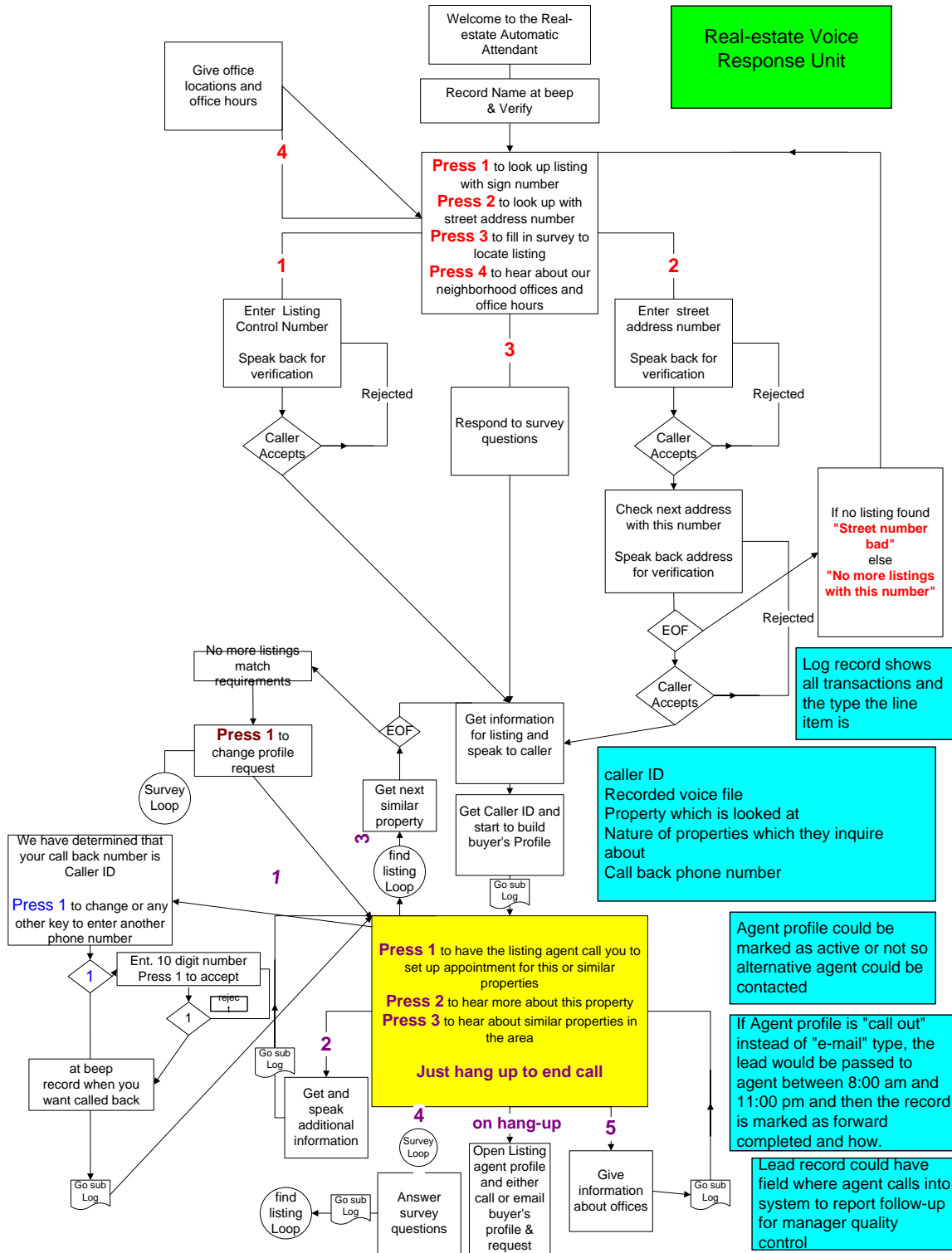
## ***Real Estate***

Provide a variety of functions from a potential buyer calling a phone number with the cellular phone to hear about a property to actually scheduling a visitation

### **Talking Points**

- Overall improvement in Customer service and privacy
- Inquire on a property
- Schedule an appointment for visitation of property
- Inquire on similar properties in the area
- The user may not be sophisticated, mobile where they are using cellular phone or not have internet service
- No training of the user to use the system
- Multiple foreign languages such as Spanish may be needed
- Lowers the cost to provide this service
- Can actually forward that information to listing agent or agent on call
- The company wants to optimize its personnel and build an log trail of all activities

Flowchart



## ***Multiple Language Support***

With the growth of the Latino population, many customer service departments need a way to handle a caller that may not speak English. An easy way to do this is to use the ODTVision VRU to support a user which doesn't speak English

### **Talking Points**

- Overall improvement in Customer service by providing a language menu where the user selects the language to use for the session
- The language selection may be based on the recognition of the CallerID where we look up the account and see what language this user needs
- If the user requires transfer to live representative for further help, the unit can actually forward that the customer service agent that can handle this call based on the language needed
- The company wants to optimize its personnel and build an log trail of all activities

## Flowchart

