

I don't receive Health Benefits, You don't have to pay FICA, nor do I Take Days Off



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In-House IVR Applications

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The beauty of the ODTVision VRU is that it is a customizable interface that can be used as a tool to do just about anything. We begin any design of a potential IVR application by defining the users and those users' needs. Most of the time we are looking to provide a self-service telephone application for external users such as clients, vendors, or some third party user who has a relationship with our client's firm. They desire to provide 24/7 customer support without the need for expensive live customer service representatives. What is desired is a low cost, easy to use self-service instrument that satisfies this client's user's needs while being secure and functional for any user at any time. These self-service solutions need to have no learning curve and must be usable by any non-sophisticated caller on the first try even if that user doesn't speak English. The real benefit of an IVR application is that it requires no equipment other than a phone and requires no internet or network connectivity at the user level.



What may be overlooked by some managers as they plan their telephony self-service applications is that not all users are external and

what may be needed is applications that are for internal personnel. [This month's newsletter will deal with some of our client's applications to address needs of employees though the ODTVision VRU.](#)

Password Reset

If your user's password has expired, has been terminated due to improper sign-on attempts, or needs to be set up for the first time, the ODTVision VRU can provide a solution for this user to create a new password without human assistance. This allows this application to be 24/7. It doesn't matter whether this is an internet account or a network account as long as the IVR application can connect to a database that

controls the account password. It is important that you do a double cross reference and also build a log file for an audit trail



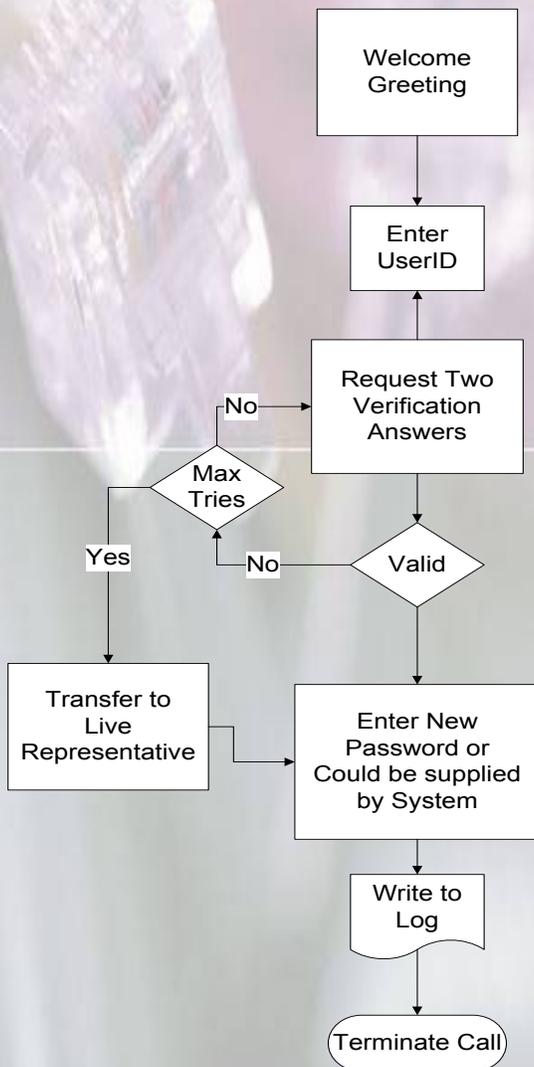


that can be reviewed by security personnel. The password can also be temporary and require further security verification once the user signs on with it and before they have complete access. The new password could be supplied by the user or provided by the system. In addition, if the database record has it stored, the user's CallerID can also be verified in the process of providing a new password.



Human Resources

The September 2009 Newsletter covered various possible applications where a firm's HR department needs to deal with employees on a 24/7 basis. Please go back and review that newsletter. Within the shopping cart of HR applications are these following type of applications but your firm may have others:



- ☎ Time Clock Posting
- ☎ Password Resets
- ☎ Employee Verification
- ☎ Retirement Posting
- ☎ Employee Absence Posting
- ☎ Job Fulfillment & Scheduling
- ☎ Security Code Changes
- ☎ Open Enrollment & Insurance Functions
- ☎ Information Hotline
- ☎ Offsite Payroll Input
- ☎ Employee Benefit Hotline
- ☎ Vacation Scheduling & Days off
- ☎ Employee Surveys
- ☎ Automated Paging & Email Delivery

Vision Voice Vantage, Inc. is a certified ISV for IBM. Visit our web site on IBM.com at
<http://www-304.ibm.com/jet09002c/gsdod/solutiondetails.do?solutionId=25001&l>

Employees Need To Provide Information to the Home Office

The applications where employees need to communicate back to corporate are as varied as any reporting needs. A number of years ago we had a gas supplier that



needed to report daily tank levels at hundred of sites. There were no electronic sensors on these tanks and those tank level readings were taken manually and the employee then called the VRU to report those tank

levels. The IVR application not only entered the data being reported but also who was reporting it, the values, and the date and time stamp of the posting.

The methodology of gathering data becomes more difficult if the employee is remote to the corporate environment, but with the wide use of cellular phones it is made easy with the ODTVision VRU. I had a group of convenience stores that had the need for store managers to take a manual inventory of cartons of cigarettes at the end of each shift and then report this inventory count back to the corporate office. These inventory counts were then compared to the sales off the cash register. Cigarettes thefts were a real issue and



Technical Tip, Remote PC Support

Do not use Remote Desktop to manage your ODTVision VRU as it will conflict with the Dialogic Card and you will be unable to hear the wave voice files. Remote Administrator will work.

could greatly effect the bottom line of the store. This application was a way to counter that issue and was seen as a deterrent to theft.

Emergency Notification

Emergency notification can involve a truck driver who has a breakdown or wreck or has a serious chemical spill.

Most likely there is a difference in the way your firm handles emergencies if this is after hours vs. during business hours.

There is also a difference in call handling depending on the nature of the emergency and whether it needs immediate attention by additional resources or personnel. Bottom line, if

this is an emergency, your employee may not have the time to look up contact information and phone numbers. However, they can simply speed dial the ODTVision which makes the proper calls to contact personnel within the firm and/or contact external resources such as the local fire department. The nature of this emergency notification and who should be contacted may be determined by the system asking the caller a few quick questions. In addition, the caller may also record a voice message if prompted to by your customized application that then can be forwarded to contacts. Your firm's needs and protocols for any emergency situation will define how the situation is handled .





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THINKING OUTSIDE THE BOX Get Your Own Demo Today

Contact us to get your own demonstration of the ODTVision Voice Response Unit. This demo application is a simplistic order entry and shipment status system which is running off a Microsoft Access database. The demo is in the test mode and you will be using the "Test Phone" feature of the ODT VISION VRU to simulate a phone call to the data. Manuals and case studies are also available on the web site.

Improving Customer Service Affordability

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than a standard telephone, and limits the access to the functionally only outline by the telephony application even though they are actually into real-time accounts. The user has no ability to change the data within that account. Of course you could always put a terminal onto that loading dock, train the user, and create a screen application that limits the user's ability to access information and limit his ability to change the account but the ODTVision IVR solution overtop of existing screens/data may give you all these application functions with no system development and just minimal IVR Customization using existing resources. Please review your employee's communication needs and feel free to call us to discuss applications. ■

Report Generation On Demand

I call it my "**Brick Wall Principle**"....You need to know what side of the brick wall you are standing on how you do things. Within an administrative office you have everything possible available to your office personnel from the computer sitting on their desks. Go to the other side of that back brick wall and you may have a guy on the receiving dock that only knows that if he needs a shipping manifest or hazardous material handling report, all he needs to do is call an extension, type in the load number and shortly on his printer or his fax machine comes in the required report. This user doesn't have computer training, equipment or need the knowledge how to navigate your corporate system. We may also want to limit his access to that corporate computer system as this user only has requirements for a few simple reports. We can give him access to that function since the IVR application in combination with the data and computer system can give him that type of **Report on Demand** and the method of delivery can be based on his environment.

Banks have used IVR applications for years as it works with any user no matter what their sophistication level, can be used by first time user with no training, requires no equipment other



Coming Next Month

In the March & April 2006 newsletters we discussed Credit/Debit Card Processing. Next Month we look at how things have changed since then. Please visit www.curbstone.com to learn more.