Vision Voice Vantage, Inc.

THINKING OUTSIDE THE BOX IN CUSTOMER SERVICE

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

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Changes At Vision Voice Vantage to Improve Customer Service

Years ago while completing my business degree at The Ohio State University, I was at Baker Systems trying to get my assignment of Fortran code to run successfully. Now Baker Systems was a computer lab that was open 24/7. Business majors were required to take both Fortran and Cobol courses on an IBM 360 that used batched card punch cards in input the program. This was in the late 70's and the computer revolution hadn't taken place yet. In fact, all business and accounting courses were taught without the mere mention of computers as they were used mostly at this point used for scientific applications and everything was still be done on hard copy paper. I remember being at Baker one night and discussing with fellow Buckeye students that someday business would be so responsive to customer's needs that it operated on a 24/7 basis where staff would be coming and going and responsive to the client's needs no matter what time it is day or night. Now, Vision Voice Vantage is no different from most businesses with office hours 8-5 EST Monday through Friday. And like most businesses, staff is working outside those hours whether physically at the office or on laptops at their homes. We have always had the belief that the customer and their needs come first in everything we do. For the

most part, we don't see emergencies at our client's sites. Our hardware and software solution is very reliable and once the applications are customized and completed, there just isn't down time but that doesn't mean it doesn't happen. Like most companies, if you called in for support after hours, you were dumped to voice mail but if this happened over the weekend, it may have been Monday before anyone addressed the call. Our staff sometimes would see an email that had a support request that came in outside business hours but that didn't mean that someone would handle this immediately.

For years, medical professionals have used answering services that had the ability to take messages, forward those messages or even directly contact the physician if there was an emergency. Even though an IVR application downtime may not be as critical as a medical emergency, it still could

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be critical to an account if that self-service function is a critical functions such as the collection of money in a payment processing center where there is consequential fallout if the IVR application is down.

From time to time, we review what we can do to improve our own customer service and it was determined that we needed the ability to have on call personnel that can address issues outside of office hours if they are indeed an emergency. We looked at what that doctor's office does outside of office hours. Many use an answering service that can transfer calls or take messages that are forward to the proper personnel to address the issue. Our overall goal is to be more responsive to the needs of our clients while still providing these services at a low cost. The good news, there has been an explosion of various technologies to pro-vide a virtual office where personnel is reachable anywhere via internet, smart phones, etc. on a 24/7 basis. Our main phone number is now using a call center that is manned 24/7 by live personnel, so Vision Voice Vantage will be able to extend its office hours. This doesn't mean that your request is addressed immediately at 3:30 AM but it won't be Monday before you get a call back. That live representative will be able to define the needs of your request and either transfer the call to the proper person at Vision Voice Vantage or contact that individual that there is a client requesting support. By using a call center we are able to lower the cost of pro-viding this level of support.

Please change your contact database from the old number of 614-985-3814 to 888-252-2555 (toll free).◘

The ODT Vision VRU Offers a "Test Mode" That Offers Unique Benefits To Users

Did you know that you can run our solution in a "Test Mode" with our software loaded on a standard PC? This is very useful if you are reviewing the Vision Voice Vantage VRU solution for the first time or need to set up a development/testing environment.

All that is required to set up a secondary test unit is a Windows based PC with a soundcard and speakers. Many times this first review of our solution is during a conference call where we interact with the future client . During this Demonstration we cover all the benefits, system administration, and methods of customization and features, so the potential customer knows how our solution will best fit their needs. The ability of the software to function in the "Test Mode" allows us to not only provide a real life demonstration, but this PC can also be used in the future as a desktop where customization and testing can be preformed. The "Test Mode

The "Test Mode" allows development and testing without working with live data or the actual production unit. This is beneficial if you need to meet Sarbanes Oxley Standards.

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Vision Voice Vantage, Inc. is a certified ISV for IBM. Visit our web site on IBM.com at
http://www-304.ibm.com/partnerworld/gsd/solutiondetails.do?&solution=25001&lc=en

doesn't require phone lines or disruption of the existing production unit. If your firm needs to meet Sarbanes Oxley standards, the "Test Mode" allows development and testing without working with live data. With the "Test Mode", any new application can be developed and then ported over to the production unit where the Sarbanes Oxley security standard is met.

There are inherent differences between the ODT Vision software in the "Test Mode" and when the ODT Vision software is run in "Production Mode". When the software is started and there is no Security Hasp key found, it will immediately go into the "Test Mode". The Switchboard program will tell you when you are in the "Test Mode".
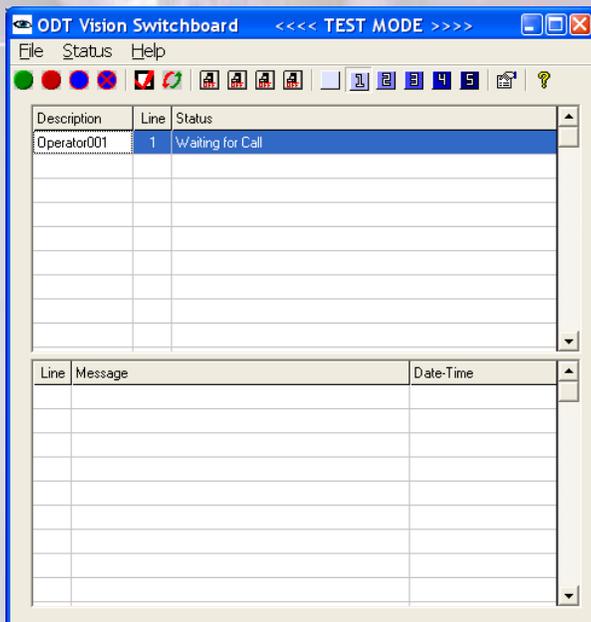
Limitations of "Test Mode"

The "Test Mode" makes the software perform differently. First, it doesn't load the API to drive the Intel/Dialogic card. Also it controls the Switchboard program where only one line can be started or configured. If your application requires the use of Microsoft Outlook for e-mail or fax support, the "Test Mode" doesn't load the API for Outlook. Since there may be no phone lines connected or Intel/Dialogic cards, call transfers can not be done in the "Test Mode".

Setting up a "Test Mode" PC for Development

The ODT Vision software can be loaded on a secondary PC for development and testing while the primary unit is in production. If you are doing a HLAPII screen scrape application to the IBM iSeries/AS400 display screen application, this "Test Mode" PC needs an IBM Client Access connection. The development PC is required to have a sound card for recording and playing the voice files in the script routine. This PC doesn't have to have the dialogic card, hasp security key, or phone lines.

Test Phone

Simplifies development and allows user to change and test on a second PC without disturbing the production unit.
In the "Test Mode", you use the Test Phone to simulate a call. The voice files are in a "wav" format which can be recorded using any standard recorder to create a Microsoft standard "wav" file.

Ways to Simulate "Production Mode" in the "Test Mode" PC

There are some tricks that allow you to simulate "Production Mode" features required in your application on a "Test Mode" PC.

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T H I N K I N G   O U T S I D E   T H E   B O X

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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http://www.ibmsystemsmag.com/ibmi/productnews/productreviews/Product-Review--DTT1000-from-Ohio-Data-Transfer/

Call Transfer

We can not actually do a call transfer in the "Test Mode". In the "Test Mode" the API to the card is not loaded. Use the diagnostic "MsgBox" function to show that at this point the call transfer would be done.

; goto calltransfer ; call transfer routine is commented out with the semi-comma

Msgbox "At this point, the call would be transferred"

Sending a Fax or E-mail with Outlook

To prevent users from downloading our free software sample and creating a free mail server off their IBM host, the ODT Vision software does not load the API to Outlook and also doesn't start the e-mail server side of the unit. You can still add this function to your script during the customizing process and see that it is working. There is a folder under the ODT Vision program group called e-mail. Even though the e-mail server will not function in the "Test Mode", files will be created in this folder. In the production mode, these files are merged into the licensed copy of Outlook, if you purchase this ODT Vision option. With notepad, you can look at the

e-mail merge file which has been created using the "Test Mode" and the e-mail syntax of the ODT Vision script customization.

CallerID

Since the "Test Mode" is not using a phone line but the "Test Phone" program, you can simulate a Caller ID phone number by filling in fields within the "Test Phone" screen. This is very helpful if you are using the value of the Caller ID variable to identify your user. You could not test this through the production environment as it would show the Caller ID of the line you are calling in on. The Test Phone allows us to supply the value of the Caller ID and it simulates real life values where different Caller IDs will link the system to the proper data for that value.

Test Phone
Caller ID [John Doe] [123-456-7890]
1 | 2 ABC | 3 DEF
4 GHI | 5 JKL | 6 MNO
7 PRS | 8 TUV | 9 WXY
* | 0 Oper | #
Click Phone to make call

How to Setup a Demonstration

If you want to take a test drive of our solution, contact us and we will set up your demonstration. Please call us 888-252-2555 to set up this demo.◻

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