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The Year In Review



Wishing everyone the blessings of the season and that 2013 will be a prosperous new year with growth, opportunities, and successes.

It is natural this time of year to reflect back on what 2012 has meant for Vision Voice Vantage. Even in what many considered bad economic times we saw tremendous growth. We believe this growth can be attributed to the awareness in the market to the value of self-service IVR solutions and how they can improve customer service. This automated system allows the reduction of cost in providing that service and the ability to stretch already tight personnel budgets by releasing existing staffing to answer calls that actually require live customer service support. Not only were sales great but our IVR solution is constantly improving. What makes the ODTVision such a viable product is the fact that its features and abilities have been designed based on the needs of our customers. One of the big breakthroughs this year is a version of our IVR solution to address the interfacing into VoIP phone systems. As more companies go to VoIP

vs. their standard PBX systems, it is wonderful to know their existing ODTVision VRU system can be migrated to that technology.

It is always fun to work with the various applications our clients bring us. One of the most unusual we had this year is where equipment was located on farms and that equipment communicated with satellites. The satellites were interfaced directly to an IBM midrange system. Our VRU solution allow the client to create an IVR application where the farmer's cellular phone was now a terminal to that equipment where they could monitor and control it. Built within the application was the ability for the system to notify the farmer if something was wrong. Being raised on a farm, I always enjoy working



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IN CUSTOMER SERVICE

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 ODTVISION VRU to simulate a phone call to the data. Manuals and case studies are also available on the web site.

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<http://www.ibmssystemsmag.com/lbmi/productnews/productreviews/Product-Review-DTT1000-from-Ohio-Data-Transfer/>

with agriculture accounts and love when the application is something unusual like this.

Another wonderful event for us this year, is when old clients that we haven't worked with for years come back to purchase our new VRU solution and migrate their existing IVR application system to our latest technology. Our VRU is so reliable that sometimes we have units out there that are as many as ten years old and sometimes even older. Since the units are working and have never malfunctioned, we just don't hear from the client. Do to the age of the hardware, the client now wants to go with the newer product but it is wonderful for them to learn that all their existing customization scripts can migrate to the current product with a little tweaking and there is no loss of their investment in the customization of their IVR applications.

Being an IBM Business Partner is a blessing as new clients come to us from IBM but mostly business comes from just word of mouth as our existing clients give us wonderful reviews. One of the added benefits of the acquiring of our solution is that during the design and implementation phase, we really work as team consultants with our clients to make their new IVR solution really friendly and easy to use while incorporating all the functionality their application requires. Not only does this make a happy client but when users of that new system ask that client "Who did your new IVR system" and then that user in turn comes to us to purchase our solution, it just tells us we are doing our job right.

So in conclusion, thank you all for a wonderful year with many blessings. Here is to 2013 and may it be everything the previous year was and more. Hopefully you will have a little time off over the holidays and can reflect on the blessings of the year and enjoy the holidays with family and friends. Looking forward to working with you this coming year. ■