

Ideas For Possible Self-service Applications

It has been almost eight years ago that our Voice Response Unit won the prestigious product of the year from Search 400. This influential award was won in the category of “[Business to Business Communication](#)” and was the result of a submittal process where a committee of judges evaluate the products and then announce the annual winners. The associates here at Vision Voice Vantage are sold on our solution and we always hear very positive feedback from our clients but it is always exciting to obtain praise from a prestigious IBM think-tank. What was kind of funny is a client in Atlanta called to congratulate us on winning the award before we even had heard. Once I talked to the editor, she informed me how impressed the committee had been with our solution. She said on the surface, it looks like we were just a normal VRU but when she started to look how our clients were using this customizable interface, “[it was so much more.](#)”

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Sample Applications for ODT VISION®

Telephony for Windows and the IBM i/SERIES/AS400

-  Order Entry
-  Password resets
-  Transaction Confirmation
-  Shipping Information
-  Pricing Information
-  Stock Availability
-  Customer Inquiry
-  Available Credit
-  Information Hotline
-  Offsite Payroll Input
-  Employee Benefit Hotline
-  Customer Response
-  Automated System Operator
-  Automated Paging & Email Delivery
-  Fax Back Systems
-  Query Reports On Demand
-  Human Resource Support
-  Warehouse & Logistics Support
-  Automated notification to personnel in field
-  Audit and Log trails of all activities



IBM Solution Connection
Integrates solution information
with IBM eServer, software and
TotalStorage technology



IBM Server Proven
Solutions with experience

More from the Judges



- ◆ Connectivity to the iSeries is in real time, which is not an option for most telephony systems.
- ◆ One Judge said, "from a functionality perspective, one could say that it only does telephony, but when you apply the idea and realize the impact on how you can use your host and micro systems... with this product, it becomes a very functional product."
- ◆ All the judges praised our solution for its innovation and ease of use.
- ◆ The judges also gave the product high scores for its value
- ◆ They finally summarized that our solution is a robust and innovative tool that could bring real value to a company

What clients always like about our solution is its ease of customization, affordability, scalability, simple system administration and connectivity to various types of platforms.



Ways to Improve Customer Service While Lowering Overall Cost

All firms are looking for methods to improve customer service. No firm can tolerate poor customer service as it is very costly. Companies cannot afford to lose customers from bad customer service experiences. Realize that customer service is the front line of client relations. Customer Service should be easy for the customers to access, meet the needs of those users, and be an efficient tool to obtain and maintain that client relationships. At the same time, customer service functions can be very personnel intensive. Self-service applications connected to your customer data can really lower the overall cost of providing customer service, optimize existing staffing, and address customer needs 24/7.



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THINKING OUTSIDE THE BOX
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.

Improving Customer Service Affordability

Get free project analysis regarding your telephony application or submit technical questions at: TechSupport@ODTVision.com
Or Call: 888-252-2555



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

Looking for Self-Service Applications



A number of years ago we had three of our units in the country's largest closeout retailer. This firm recognized the sufficient cost saving from the self-service applications that ran through our technology. They placed such importance to this methodology of cost savings that one member of their IT staff had in his job description, find more ways to use the VRU throughout the corporation.

You always start to evaluate your current methods to do customer service. Realize this may not always be just external customers but also could be your own employees or even staff from 3rd party companies that your firm does business with. Knowing how you do things now will be

very beneficial in the determination of how to do things better.

To assist you in what can be done with the ODTVision VRU, we have created a new document that is found on the web site that lists a variety of applications our clients have utilized. This document contains talking points and also example flowcharts for those applications. It should give you ideas of things you may want to do within your own organization. You can access that information by clicking on the sample applications icon on the home page or by clicking on the link below:

<http://www.odtvision.com/includes/ODTVision Application Examples>

This is just a very basic document that gives examples and flowcharts of many different types of self-service application that we have done with clients. ■