



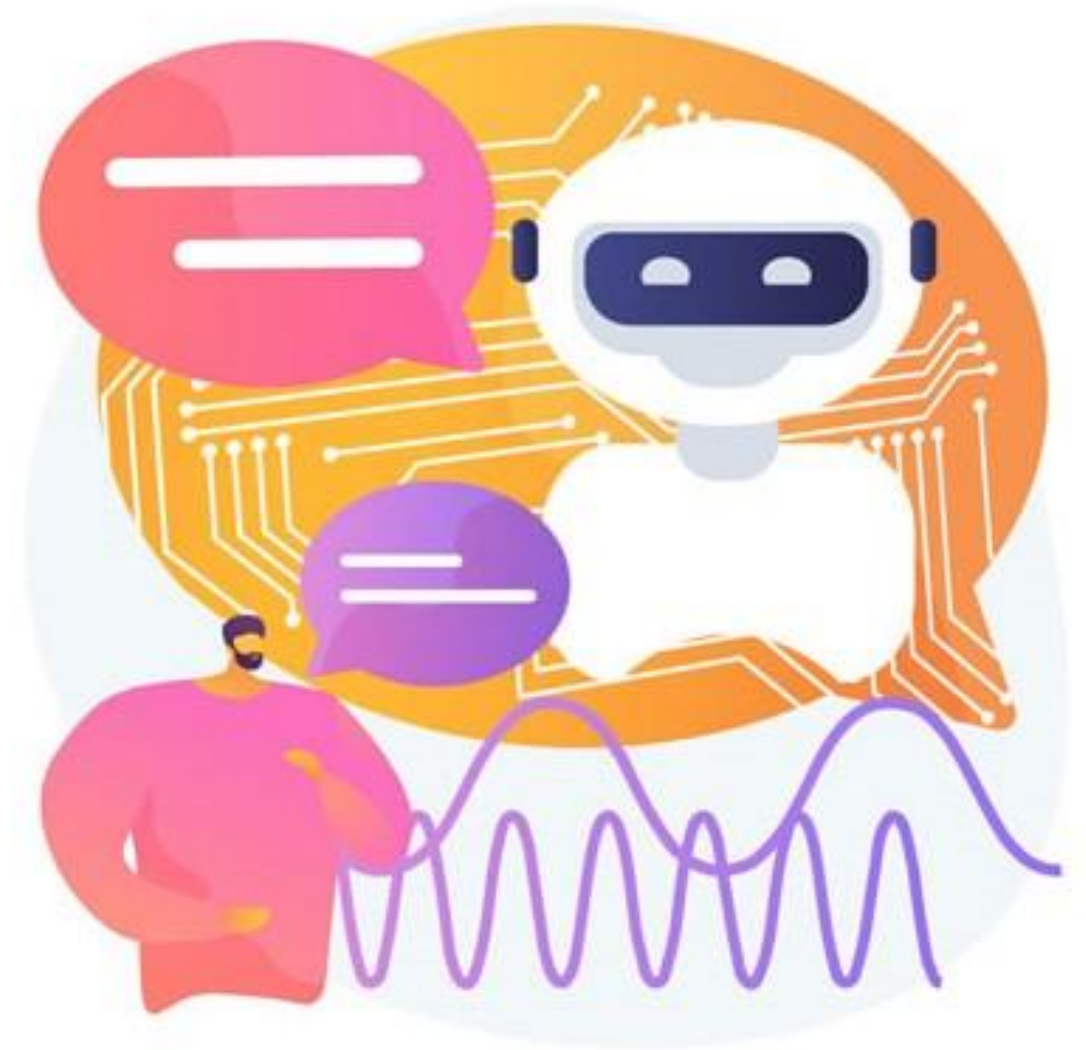
Voiced Outbound Calling

Formant Information Technologies

VOICED OUTBOUND CALLING

Today, companies use various communication methods to reach their customers. The Voiced Outbound Calling system can reach the specified phone numbers at specified time intervals through the web interface, play the previously recorded messages or evaluate satisfaction by creating mutual dialogues, and conduct surveys and analyzes.

The Voiced Outbound Calling system works in integration with Speech Recognition and Text to Speech technologies, can ask questions to people and report the answers given. The system can analyze the voicemails left by the users and report the evaluations of the institution or the service provided by the institution as positive or negative.



VOICED OUTBOUND CALLING – FEATURES

- ✓ Thousands of citizens can be reached at the same time and informed.
- ✓ With Text to Speech (TTS) support, name, address etc. such dynamic information can be read.
- ✓ With Speech Recognition (SR) support, people are allowed to give commands by voice instead of typing.
- ✓ By integrating with the voice signature technology, people whose voice signatures were previously registered in the system can be authenticated.
- ✓ By analyzing the voicemails left by the citizens, it can report the evaluations about the institution or the service provided by the institution as positive or negative.



Increased Productivity with Automation

With manual methods, outbound calling takes a lot of time and effort. Calling hundreds of people at the same time increases the need for customer representatives and therefore operational costs. The Voiced Outbound Calling system automates outbound calling processes, reducing costs and increasing efficiency.

Total Control Over Sent Messages

The Voiced Outbound Calling system provides an easy-to-use platform for creating and sending messages. Thus, businesses gain complete control over customer communication. The comprehensive reporting feature of the system contributes to the accurate measurement of campaign effectiveness.

Easy-to-Use Campaign Management

The Voiced Outbound Calling system is a cloud-based solution. The technology, which saves the establishment time and effort, also enables multi-campaign management. Thus, businesses can send multiple campaigns at the same time. This system also offers communication via SMS and Email. Businesses that want to create more effective campaigns can combine these communication tools with the outbound call feature.

Situational Scenarios

With Voiced Outbound Call, specific scenarios can be created to different situations. For example; Emergency Call Scenario for informing people in all kinds of emergency situations such as Last minute calls, infrastructure issues, etc., ViP Scenario for informing citizens in the fastest way when a problem occurs or when an up-to-date information is required, or LCV Scenarios for voice invitations that can be approved to determine the number of participants in invitations or organizations can be done.

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