



ESS Applications

ESS Agent Assisted IVR

Agent-Assisted IVR enables you to maximize the performance of automated self-service by seamlessly bridging an agent into an automated session when the application encounters a problem. Instead of callers becoming quickly frustrated by speech recognition errors or highly-structured menu options and transferring out to speak directly to a agent, Agent-Assisted IVR allows a control agent to quickly assess the situation and direct the automated service process to meet the callers needs. The control agent can update information, direct the IVR application or initiate dialog with the caller via recorded phrases and text-to-speech, without the caller being aware that an agent is involved. The agent can then return the session to a fully automated state.

ESS Automated Web Agent

Automated Web Agent allows agents to use Automatic Speech Recognition and Text-to-Speech technologies to help customers complete their transactions over the web. Agents assist callers seamlessly, while customers continue to interact with the voice-enabled IVR. With Automated Web Agent, web-based customer interactions become more profitable, as abandonment rates -- and costs-per-transaction -- plummet. The application helps you offload contact center traffic while increasing customer satisfaction via complete and effective web-based transactions.

ESS Automated Interactive Messaging Service (AIMS)

AIMS (Aumtech Interactive Messaging Service) provides a highly flexible framework for quickly implementing scheduled and event-based information delivery services. Notify thousands in minutes with alerts, emergency messages, and other time-sensitive information. The web-based tool provides user-defined rules for delivery of your eventbased or scheduled messaging, including time-of-day, device(s), and recipient lists.

TRACKS (Trial and Research Cohort Knowledge System)

TRACKS is a state of the art, Self-Management solution for the Life Science and Healthcare industries. TRACKS offer's a proven, easier and more affordable approach to providing Self-Management solutions for research studies and treatment plans.

TRACKS automates routine communications and keeps trial participants informed, connected, and on track. It monitors study progress, orders and confirms that lab kits are received, reminds and verifies that sample collection is complete and returned, handles questionnaires, coordinates clinic schedules and links participants to Study Coordinators as needed.

ESS Industry Solutions

Airline

Air travel costs keep rising and margins are exceptionally tight, but how can you increase efficiency, reduce operating costs and build customer loyalty at the same time? Aumtech's suite of innovative, industry-leading airline solutions can help you reach your goals. Our field-proven, flexible applications can off-load call centers, speed customer communication, improve operations efficiency, dramatically reduce costs and increase customer satisfaction. Aumtech blends the best of proven and new technology to deliver the most cost-effective, high-impact answer to your business challenges, including:

- Automated Reservations
- Schedule Availability & Fares
- Flight Information

Flight Status & Rescheduling
Non-Revenue Reservations
Voice-Enabled World Tracer
Fax Confirmation
Automated Web Agent

Healthcare

Managed care organizations and hospitals are dealing with increasing government regulations on patient privacy while trying to improve operational efficiency and reduce costs. Streamlining administrative tasks and consumer interactions with Aumtech's flexible information management solutions can help you improve customer service while achieving significant cost savings.