

VoiceTracer™ Baggage Tracing Service

Overview

VoiceTracer is an Interactive Voice Response (IVR) solution that complements and further enhances the functionality of SITA's WorldTracer, delivering productivity improvements and cost savings to airlines and ground handlers and at the same time, enhancing customer service. VoiceTracer allows passengers who have registered a missing baggage claim to call a telephone number and receive real time information from the WorldTracer database as to the status of their lost baggage via an automated system.

An Inexpensive and Simple Solution

Lost or misrouted baggage is the worst of two worlds, costly for the airline and / or ground handler and disruptive for the passenger. IATA has estimated that each lost / mishandled bag represents US\$100 in avoidable cost. By automating the process of providing status of baggage to customer, VoiceTracer reduces costs and frees up staff for more productive activity. While staff and communications costs vary from country to country, research suggests that the operating costs of voice enabled systems are about 90% less than comparable human manned call centers and about 40% lower than touch tone or web systems. Speech enabled systems are available 24 x 7 and automatically expand to handle peak loads, ensuring that operator costs are contained.

Key Features

Multi-Lingual	Intelligent
Any of 25 languages	Ability to handle multiple airports per city
Ease of Deployment and use	Reports
A few weeks depending on customizations	Total calls
Baggage status in as little as 90 seconds	Successful traces
Highly customizable	Operator transfers and reason
Corporate identity	FAQ pages accessed
Call-flow	Availability and Growth
Cities/airports covered	365*24*7 customer access
Transfer to operator	Easy to add capacity as call volume grows
FAQs	Connectivity
	Analog, ISDN, SIP
	Redundant hot standby

Software Requirements

- RH Linux and Postgres DBMS
- CVAD application package which includes
 - Aumtech Media Server
 - Aumtech OAM application, arcFlash
 - Speech Recognition Server and TTS Server

Hardware Requirements

- Application and Aumtech Media Server
 - Intel Pentium 4 or later, 2GHz CPU, 40 Gbyte hard disk, and 1 Gbyte RAM
- Speech recognition server
 - Intel Pentium 4 or later, 2GHz CPU, 40 Gbyte hard disk, and 1 Gbyte RAM
- If also using media board: appropriate Intel Dialogic board