

Our cases studies illustrate our capabilities to provide solutions that suit customer's needs in telephony and telecoms. If your concerns are :

- Host telephony or vocal services in the Cloud ,
- Create new revenues with phone calls,
- Integrate telephony within your applications,
- Reduce your telecoms bills,
- Create new vocal services for your customers,
- Create a VoIP call-center,
- Create mobile apps that interact with telephony,
- Create power dialers for vocal notifications,
- Setup a Toll service/number to generate new revenues,
- Create a telephony pay service to monetize accesses to a service,
- Create any Interactive Voice Response ( IVR ) to interact with any service,
- Integrate Voice recognition in your apps,
- Choose the right Unified Communication service.

We will develop a turnkey solution for you. We can also train your team to be able to build their own solution.

The cases studies below are some of projects that we already executed.

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## 1) [ ORDER ASSISTED SYSTEM VIA THE PHONE ]

**Need** : a warehouse gives its customers the ability to place orders through an IVR. The system interacts with the products database. The customers choose its products and quantity by telephone. The order is sent by mail

**Solution** : an Interactive Voice Response ( IVR ) is created and interacts with the information system of the company.

**Benefits**: service available H24/365 .

## 2) [ VOCAL NOTIFICATIONS / POWER DIALERS ]

**Need** : a city hall warns its citizens of special emergency events ( storms, hurricanes, snow ..) by delivering a pre-recorded messages by phone to 4000 people in less than 2 hours.

**Solution** : Telephony solution was built with Asterisk open-source software to accomplish this task.

**Benefits** : The system can reach a huge number of people with a high call rate. The system was able to collect answers from each called phone.

## 3) [ REDUCE OF TELECOMS BILLS ]

**Challenge** : Reduce phone and telecoms bills. Drastic cut in international calls costs.

**Solution** : Installation a VoIP gateway with the company's PBX, to transform international calls in quasi free VoIP calls.

**Benefits** : 70% of reduction of international calls costs.

## 4) [ TELECOMS PROVIDERS INTERCONNECTION ]

**Need** : a telecom provider wants to open new routes to outstream a particular trafic ( all calls to Africa ) through a new cheap calls provider.

**Solution** : Setup of VoIP / SIP trunks on the softswitchs of each providers.

**Benefits** : bettter margin on all these calls.

## 5) [ DOCUMENTS ON DEMAND ]

**Need :** A training center classes programs can be retrieved by phone and sent by email. Customers call an IVR, enter the class number, and receive the program by mail.

**Solution :** An IVR interacts with the information system of the learning center.

**Benefits :** up to date documents can be retrieved by the customers H24/365.

## 6) [ CONFERENCING PLUGGIN FOR SALESFORCE CRM ]

**Need :** Create a plugin in Salesforce CRM to start an audio conference. The user of Salesforce selects his contacts and after clicking ,all the contacts phones ring and the persons are dropped in an Audio conference.

**Solution :** Develop a plugin in Salesforce that interacts with an hosted telephony solution and with a conferencing provider.

**Benefits :** Leverage Salesforce and provide SFDC users a conferencing solution. Increase conferencing traffic.

## 7) [ CONFERENCING PLUGGIN FOR AUTOMATIC TRANSLATION ]

**Need :** In a conference call, where several participants are speaking. There was a need to build a new service to transcript live the audio content of the conference, and to display it live in several languages while participants was speaking.

**Solution :** A plugin was created to be connected to the audio conferences. The audio stream was caught and sent to AWS & Google voice recognition & translate systems.

**Benefits :** New revenues generated while offering that new transcript service to conferencing customers.

## 8) [ RECEPTION SWITCHBOARD WITH AUTOMATIC CALL DISTRIBUTION ]

**Need :** Receive customer calls through an IVR to dispatch them to the right persons. Filter the incoming calls and forward the unwanted calls on vocals announcements.

**Solution :** Install an IVR linked to a dedicated number that routes the incoming calls to IP-Phones of remote sales persons.

**Benefits :** The IVR filters the incoming calls and assign them to the right person. Remote workers can handle the calls as if they were at the office. Sales team can be extend instantaneously by simply adding an IP-Phone.

## 9) [ AGENTS IN MUNICH ANSWERING CALLS MADE ON A FRENCH NUMBER ]

**Need :** A hot line team based in Munich offers support to its french customers through a french toll free number.

**Solution :** Install an IVR linked to a french toll free number that routes the incoming calls to IP-Phones of Munich Hot Line

**Benefits :** The IVR filters/score the incoming calls and assign them to the right person. Remote workers can handle the calls as if they were at the office. Sales team can be extend instantaneously by simply adding an IP-Phone.

## 10)[TOLL NUMBER TO THE RIGHT TO LEGAL ASSISTANCE ]

**Need :** A legal council sells prepaid coupons that grant access to a lawyer assistance by phone. The customers use their prepaid codes to talk to a lawyer by phone. When their credit is finished the call is disconnected.

**Solution :** An telephony server handles the prepaid codes with a credit of communication. The telephony system asks the customer its code before connecting him to the lawyer assistance.

**Benefits :** The lawyer assistance company has a mean to monetize/sell the assistance hours.

## 11)[ TESTING AUTOMATION ]

**Need :** A company wants to test regularly if several phones numbers are not answering or are busy .

**Solution :** A telephony automate is created that polls automatically a list of phones numbers and detect their status. The system mails a daily report of the outages.

**Benefits :** The company can pro actively correct any outages of its phone [ accueil ]

## 12)[ EMERGENCY NUMBER TO REACH A DOCTOR ]

**Need :** A vocal service was created to reach by phone a doctor in case of emergency. The chance to reach a doctor should be maximized through a cascade of calls.

**Solution :** A hosted IVR was created and connected to a toll number. The IVR consisted in : answering the patient calls, then calling sequentially each doctor in the pool and answering the first available.

**Benefits :** Ease of deployment as the service has hosted in the Cloud. Each patient calls generate revenues. The service was guaranteed that a doctor would be reach.

## 13)[ AUTOMATIC CALL DISTRIBUTION ]

**Need :** A company has only 2 people to answer customers demands. On rush hours/days, there are more people calling in. The company does not want to loose potentials customers that will land on a busy tone.

**Solution :** Setup of an Automatic Call Distribution ( ACD ) which holds the calls before dispatching them to the right sales person.

**Benefits :** No incoming calls ( potential customers ) were lost.

## 14)[ CALL TRACKING ]

**Need :** For a promotional event, a company wants to open a dedicated number and communicate through that number.

**Solution :** A dedicated free number is setup and an IVR is created to answer , forward calls, and provide vocal information. The solution is set as an hosted IVR.

**Benefits :** the statistics of the calls can immediately provide the ROI of the event. The phone number of the callers is caught and a database can be created for further communication with them.