

Product: Productivity Tool

Finance Suite

Telephonetics vip
making sound
business sense

The Finance Suite from Telephonetics VIP enables you to increase staff productivity and maintain a personal and professional contact with high profile clients. Traders, researchers and analysts need to report and advise clients on financial company information quickly and efficiently on a daily basis.

The Finance Suite solutions enable staff to develop and maintain personalised contact with clients, delivering clear, concise financial news and advice. This effective communication suite comprises of VoiceDrop, VoiceBlast and VoiceBoard.

VOICEDROP

It is not always possible to maintain this level of personal contact, as busy clients often don't have the time to take calls. Often messages are left in voicemail, although not the preferred solution, for the client to retrieve later.

VoiceDrop is a very effective productivity tool for users who are involved in making outbound calls to deliver personalised information to important customers, and often end up leaving voicemails for clients. VoiceDrop enables each user to either make their calls significantly quicker, or make many more calls in a shorter period of time.

BENEFITS OF VOICEDROP TO CLIENTS:

- Regular personalised updates
- Consistent, quality message delivery

BENEFITS OF VOICEDROP TO THE USER AND THE COMPANY:

- Time-saving and increased efficiency
- Preservation of personal client contact
- Open integration to CRM packages
- ROI measured in weeks

VOICEDROP PROCESS:

- Users pre-record a series of messages at the start of the day
- The user then calls their daily client list
- When the user is connected to voicemail, the user gives a personalised introduction then initiates the selected recorded message
- The user drops out of the call and moves on to the next client
- The server then seamlessly delivers the message to the client

VoiceDrop saves considerable time by repeating specific product information such as latest updates, transactions and portfolio changes. In addition, users can deliver several different messages concurrently, representing an efficient use of time. From the client's

perspective the message will appear to have been personally delivered. Maintaining regular contact, by personalised voicemail or by phone, allows clients to respond to market opportunities with the latest information to hand.

VOICEBLAST

Often organisations need to contact high profile clients to provide them with the latest information on market trading, prices and alerts when speed and effective communication are vital.

VoiceBlast enables the user to distribute recorded messages to large groups of people very quickly. Messages can be sent either immediately or at a predetermined date and time. It also provides an audit trail detailing the result of every call made, which can be automatically emailed to the user.

VOICEBLAST BENEFITS FOR THE COMPANY:

- Works across different time zones
- Comprehensive activity reports
- In-house solution provides enhanced security and reduced call costs



Telephonetics VIP is a leading provider of hosted and customer premises speech recognition and voice automation solutions. From voice diallers that automate the operator function and deliver hands-free mobility, to MovieLINE[®], our cinema information and booking system, we have consistently demonstrated our ability to deploy market tailored speech solutions into very demanding environments,

delivering real business benefits to our customers. Our solutions for self-service, call steering, mobility, outbound messaging and business continuity deliver all the potential that speech has to offer.

Telephonetics VIP – making sound business sense for over 13 years for public sector and corporate clients including Global 1,000 customers.

For further information,
contact us today on
+44(0)1442 242 242
and say "sales"

▶ VOICEBLAST BENEFITS FOR THE USER:

- Prioritised voicemail delivery
- Allows users to pre-select time and date of message delivery
- Notification of message delivery
- Makes contact by office extension and mobile telephone
- Available 24x7

VOICEBLAST FEATURES:

- Traders and analysts can record and deliver a personalised voice message to clients either individually, or as a larger group when it is not always feasible to speak to one individual
- Available as an in-house system rather than as an off-site bureau service. Information or alerts can be triggered internally, reducing external security issues
- As well as providing the latest information at the click of a button, VoiceBlast allows users to pre-select or prioritise the time and date of message delivery. This is invaluable for clients in different time zones; it ensures the timely delivery of the message

- VoiceBlast can be activated remotely across a PC network, from a telephone, via email or directly from the system console on a manual or timed basis
- VoiceBlast is suitable for delivering confidential financial information via multi-level security

VOICEBOARD

Investment banks regularly provide recorded information to internal and external clients.

VoiceBoard provides a voice-based bulletin board capability, which allows some users to deposit recordings, so that other users can call in to the system and listen to them. VoiceBoard keeps staff up to date with useful snippets and briefings.

VOICEBOARD BENEFITS:

- Latest information available
- Clients can access information of interest
- Users dial into the IVR menu via an optional secure password and PIN to listen to pre-recorded messages
- Works across different time zones
- Provides a comprehensive information log and audit trail

VOICEBOARD FEATURES:

- Records information from multiple sources
- Available for clients to retrieve on demand e.g. press releases, morning conference, daily shout briefings, equity research conferences, analyst updates and hoot 'n' holler broadcast
- Captures recordings and stores them in a centralised archive e.g. to be vetted, edited or categorised and published
- Once published, clients are able to access information of interest by selecting the appropriate message(s) from the menu. In addition, the previous week's recordings can also be retrieved
- Multi-level security allows VoiceBoard to provide confidential information for financial personnel directly via any telephone