

Interactive Voice Response / Auto attendant for Pure Mobile Wireless Office

IVR / Auto attendant for Pure Mobile Wireless Office.

Pure Mobile Wireless Office enables companies to go fully mobile, replacing any fixed net infrastructure with a fully mobile GSM/3G phone based solution thereby enabling the unprecedented mobility using mobile phones and cost savings of eliminating fixed phone/infrastructure and costly call diversion from fixed net to mobile phones.

BluePosition's MobileIVR is an IVR / Auto attendant functionality add-on to the Mobile Network Operators (MNO) standard offering.

MobileIVR™ can be used for many different purposes, ranging from standard Auto attendant with one to four menu choices, to complex IVR solutions with multi level menu structures, choices of language, automatically language selection based on origin country code, customer id input etc.

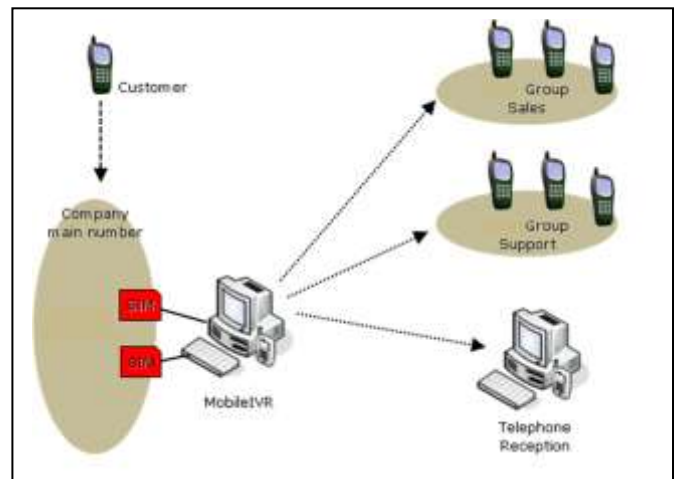
MobileIVR™ is normally combined with the company main number which is routed to an individual SIM card. Incoming calls are answered automatically by the MobileIVR and a voice menu is presented to the caller. Based on the callers DTMF input the MobileIVR transfers the call to the selected sub group that the employees are a member of.

Call transfer in the Mobile Network offering is free of charge, thereby eliminating expensive fixed to mobile tariffs.

The Call transfer takes place in the Mobile Network immediately after the customer has selected the menu point of choice, after which the MobileIVR™ line is freed and ready to accept the next caller.

The built in Mobile Network Divert feature ensures that the caller will not experience a busy signal when calling the company in the event that the IVR is busy handling another call.

The voice prompts are easily changed by recording new voice prompts on a PC. Using configurable opening hours, different voice prompts can be played depending on office hours (Day/Night setting).



Facilities:**MobileIVR™ Standard:**

Standard IVR / Auto Attendant solution for up to 4 menu choices.

- Welcome presentation.
- Up to 4 menu choices.
- Blind call transfer to MNO group or any other number.

Call transfer to MNO group recommended.

- Graphical configuration interface.
- Company closed prompt for main number.
Use of time scheme in IVR is recommended.
- GSM/Audio hardware for one line included.

MobileIVR™ Advanced:

Advanced IVR / Auto Attendant solution for unlimited menu choices. Advanced Scripting language. Includes facilities for CLI (Calling party number) detection.

- Welcome presentation.
- Unlimited menu choices.
- Sub menus.
- Advanced Scripting language.
- CLI Country code detection.
- Blind call transfer.
- Consulted call transfer.
- Call transfer to any number.

Call transfer to MNO group recommended.

- Company closed prompt for main number.
Use of time scheme in IVR is recommended.
- GSM/Audio hardware for one line included.

MobileIVR™ Additional line:

Additional hardware kit and software license for expanding the call handling capacity of MobileIVR.

- Additional GSM line for MobileIVR Std/Avd.
- Expands the call capacity.

Recommended number of licenses:

Recommended number of MobileIVR™ lines in order to avoid queuing in front of MobileIVR™.

(Based on 15 sec. long menu presentation):

- Up to 17 calls per hour: 1 line
- Up to 132 calls per hour: 2 lines
- Up to 299 calls per hour: 3 lines
- Up to 488 calls per hour: 4 lines

Multiple main numbers:

Not supported using the same MobileIVR™ lines.

Statistics:

Statistics can be added to MobileIVR™ advanced as a hosted service.

System requirements:**PC:**

Microsoft Windows XP™, Windows 2008 Server or Vista™.

Pentium processor min. 1 Ghz.

100 Mbyte free memory.

100 Mbyte free hard disk space.

2 free USB ports per MobileIVR line.

MNO Wireless Office Prerequisites:

- One SIM for main number.
- One MNO ECT call Transfer enabled SIM card per MobileIVR line.

Voice prompts:

- Customer recorded voice prompts.
- Recorded on any PC using a PC headset.
Please see separate document for details.

Hosted solution:

MobileIVR™ solutions can be offered as a fully hosted service by several BluePosition Service Providers.

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