

DESIGNED FOR SPORTS CLUBS AND TEAMS, IT ALLOWS YOU TO PROVIDE YOUR CLIENTS WITH DYNAMIC INFORMATION ON THE ORGANISATION VIA THE TELEPHONE CHANNEL.
IVR>SPORT TEAM



Your team's online information available with one call.

Designed for sports clubs and teams, it allows you to provide your clients with dynamic information on the organisation via the telephone channel.

Sport Team is a solution that allows you to provide your clients with information on their sports team via the telephone channel.

With this automated solution you will be able to offer information concerning your matches, training dates and the sale of tickets, as if it was a WEB portal.

Thanks to Text-To-Speech technology (TTS), the changes made via the advanced and intuitive WEB management and administration portal will be ready instantly, transforming the telephone channel into a channel with updated information, to the extent that you want to update it, in that you will be able to edit all the information that you wish to provide your clients with.

In addition, through the web administrator interface you will have the necessary mechanisms so as to use your own locution, with the corporate voice of your speaker preserving your trademark's image.

Moreover, thanks to voice recognition (ASR) your clients, besides using their telephone's keypad, will be able to interact via voice, simplifying in this manner the navigation and reducing the duration of the call.

UPDATED INFORMATION

- Offer your clients last minute information, just like if it was your web. Thanks to TTS technology and the advanced administrator portal, your clients will instantly have at their disposal the changes that you make.

PERMITTED NUMBERS / BLOCKED NUMBERS

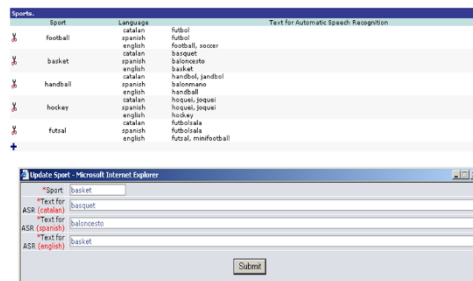
- Allow your clients to call numbers using white lists or black lists..

COMMERCIAL INFORMATION

- Use this channel to announce special offers, promotions or any other type of information regarding the sale of tickets.

INFORMATION CONCERNING CALLS

- You will have at your disposal reports on calls, indicating in a tree structure the options chosen by your clients from the IVR application.



TECHNICAL INFO

IVR platforms:

Avaya Aura Experience Portal
Genesys Voice Portal
Nortel MPS
Voxeo Prophecy
Altitude and any IVR based on VoiceXML technology.

Databases:

Oracle
MySQL
DB2
Microsoft SQL Server.

Application servers:

Apache Tomcat / Apache TomEE
Oracle Weblogic
IBM Websphere
Glassfish
Jetty
jBoss.

Operating system:

Windows Server
Linux

TTS engines:

Nuance Vocalizer
Loquendo TTS
Verbio.

Recognition engines:

Nuance Recognizer
Loquendo ASR
Verbio



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