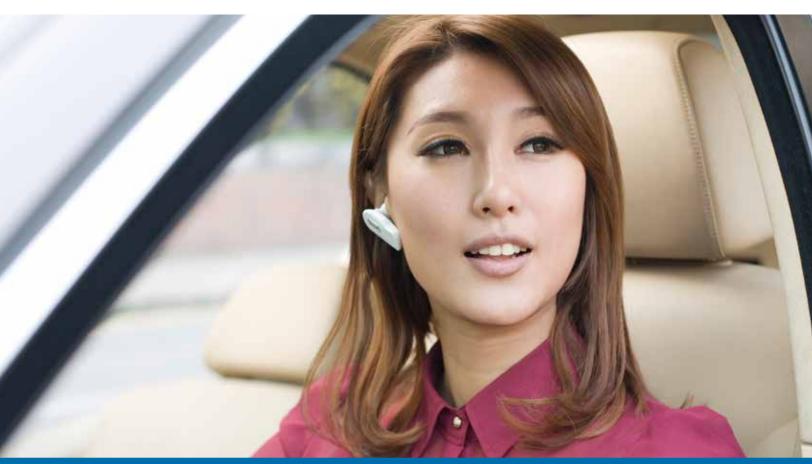


Interactive Voice Response PYCCIVRSIP



KEY FEATURES

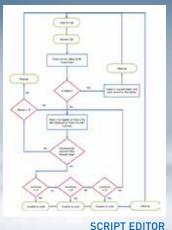
- Dynamic and personalized interaction
- Custom call routing and data management
- Easy upgrade capability
- Queue escape/leave message option
- Connects to Communications Server via SIP extensions or use as a stand-alone solution via SIP trunks

INTERACTIVE VOICE RESPONSE

APPLICATION SOFTWARE

Interactive Voice Response is the ideal solution for organizations looking to reap the proven benefits of an intelligent call routing and/or voice/touch response system. This robust software lets your callers interact with your system by pressing touch-tone numbers on a telephone keypad or using voice commands in response to computer voice prompts. It's a simple, intelligent solution that quickly routes your callers to their desired party without tying up your staff. You'll maximize call efficiencies while providing your customers with a higher level of service. Caller identification and segmentation are improved, large-call volume bottlenecks are alleviated and urgent calls can quickly be routed to a live voice.





INTERACTIVE VOICE RESPONSE

SYSTEM REQUIREMENTS

- KX-TDE100/200/600, KX-NCP500/1000 and KX-NS700/1000 Communications Server series
- Server Hardware (minimum):
 - Intel® Core™ i5-750 at 2.66 GHz or faster, 8 GB RAM, 100 GB free HDD space, 100BaseT NIC
 - Microsoft Windows Server 2008 R2 SP1 (UAC disabled), Microsoft Windows Server 2012 (UAC disabled), Microsoft Windows 7 Professional (UAC disabled), Microsoft Windows 8 (UAC disabled)
- Client Hardware (minimum):
 - Intel® Core™ 2 Quad at 2.83 GHz faster, 2 GB RAM, 100BaseT NIC
 - Microsoft Windows XP Professional SP3, Microsoft Windows Vista Business (UAC disabled), Microsoft Windows 7 Professional (UAC disabled), Microsoft Windows 8 (UAC disabled)

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