



Solutions you expect. Service you deserve.

5125 Convoy Street, Suite 206
San Diego, CA. 92111, USA
(800) 795-1546



Business Hosted Solutions

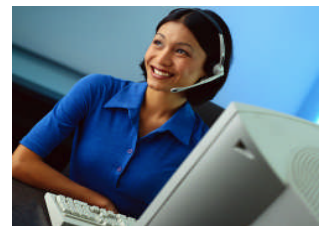
Introduction: With the amount of resources necessary to run a business, efficiency and cost-cutting measures have become imperative. InfinityCTI's Hosted IVR technology can allow your business to realize immediate and long-term ROI; with no upfront investment in hardware, software, or human resources needed to get up-and-running. InfinityCTI's services can improve business productivity by automating basic business functions with advanced IVR functionality and call routing, reducing costs and improving service levels. InfinityCTI can also take an existing IVR application and host it.

The following are examples of some of the hosted services we provide:

- **Customer Survey** – Surveys are a great way to ensure the quality assurance of your Call Center. This survey application allows you to monitor the satisfaction of your customers and follow trends on treatments.
- **Facility Locator** – The less research a customer has to do, the better. With Facility Locator, a customer can simply call a toll free number and enter their zip code to find the nearest facility to meet their needs.
- **Directory Assistance** – This application is designed to reduce and/or eliminate the need for Operators within your company. By allowing a caller to speak the name or department he or she wishes to be transferred to, a significant ROI can be achieved.

- **Message Broadcast** – When the need arises to deliver a message to many people quickly and you must know they have received it, InfinityCTI's Message Broadcast Application *Shout Out!* is the answer you are looking for. With *Shout Out!*, you can notify up to any number of recipients with your message via cell phone, home phone, work phone, or pager.
- **Password Reset** – The Password Reset application will provide a caller the ability to reset their password via the phone. Once the caller has answered up to 5 security questions correctly, the Voice Portal will give the caller a temporary password via e-mail.
- **Fax Back** – Many people do not have access to receive forms that they need in order to get imperative tasks done quickly. With InfinityCTI's FAX Back, your customers can have fast, 24/7 access to the important forms they need. This hosted inbound/outbound solution is perfect for Medical, Hazard Materials, Insurance, Banking and other service related organizations.
- **Appointment Reminder** – Nothing is more frustrating than having customers miss or forget their appointments. Appointment Reminder will work with your scheduling system to call customers and remind them of their appointment.
- **Product Identifier Application** – People need an easy way to find out more about the products they purchase. With the Product Identifier Application, the caller is asked to either speak or enter their product's serial number or contract number. These numbers will be used to look up the caller's account or warranty information per the customer's database.
- **FAQ Application** – The caller is presented with a Frequently Asked Questions Menu with up to 9 options via touchtone or voice. This menu offers answers to the most commonly asked questions, which helps reduce the amount of calls being passed to a Call Center Agent.
- **Auto-Attendant Menu Application** – The Auto-Attendant Menu Application is designed to guide calling customers towards the answer they are looking for, without needing to speak with a Call Center Agent. After the caller is sent to an auto-attendant menu, they will be prompted to choose from up to 10 main menu items. Under each main menu prompt will be two levels of sub-menus with up to 10 prompts.
- **Custom Applications** – InfinityCTI can take any idea you may have to simplify operations in your business, and turn it into a cost effective, self-contained hosted application.

Closing: InfinityCTI's combined staff has close to 20 years of experience within the Computer Telephony industry and understands your needs. Let us help you maximize your business ROI.



For further information, please contact InfinityCTI at (800) 795-1546 or info@infinitycti.com