

MicroAutomation's MicroForce Integrates IVR and CTI Technologies

MicroForce™ is a MicroAutomation® licensed product that provides an interface between an Interactive Voice Response (IVR) or Self-Service system and Computer Telephony Integration (CTI) or Call Control. Using a MicroForce application can provide advanced Call Control features such as dynamic port allocation, intelligent answering, and coordinated voice/data transfers. As calls are being processed by the Self-Service system, MicroForce provides Automatic Number Identification (ANI) and Dialed Number Identification Service (DNIS) information. ANI information enables the IVR to identify the caller and tailor the script to the caller. DNIS information allows the Workforce application to dynamically allocate IVR ports according to the needs of the callers. With MicroForce, coordinated voice and data transfers can be implemented allowing agents to receive a “screen pop” when calls are transferred from the IVR. Additionally, MicroForce provides estimated call wait time information for ACD queues in the call center so that your IVR applications can notify the caller of how much time they can expect to wait before being answered by a live operator.

MICROFORCE SOLUTION COMPONENTS

- Enables IVR platforms to take advantage of all MicroAutomation CTI products and capabilities
- MicroForce is available for IVR systems running OS2 or the Microsoft Windows platform
- A system running CallPath Server/2, CallPath Server/NT or CallPath Server/6000 must be operational in order for MicroForce to interface with the telephone switch
- Supplies ANI and DNIS information for incoming IVR calls
- Provides Automatic Call Distributor (ACD) statistics such as number of calls in queue, estimated wait times, etc.
- Connects directly using Envoy CT Connect or IBM CallPath products

ABOUT MICROAUTOMATION

MicroAutomation is a leading systems integrator offering an extensive range of call center technology solutions and professional services. Since 1991, MicroAutomation has designed, developed, and implemented solutions worldwide in a wide variety of industries, such as Healthcare, Utilities, Emergency Services and Government. We specialize in implementing Self-Service and Call Control applications, as well as providing comprehensive Analytics and Reporting solutions to enhance the overall caller experience. The call center technologies implemented by MicroAutomation improve millions of customer interactions every day. MicroAutomation solutions help companies maximize the efficiency of their call center infrastructures and empower their customer service strategies. MicroAutomation is a privately-held corporation headquartered in Manassas, Virginia.

CONTACT US FOR FURTHER INFORMATION

MicroAutomation Sales and Marketing

10550 Linden Lake Plaza
Manassas, VA 20109

Telephone: 1-800-817-2771

Email: marketing@microautomation.com

Website: www.microautomation.com

SOLUTION BENEFITS

A MicroForce IVR solution from MicroAutomation will:

- Reduce operating costs
- Personalize the customer experience
- Offers advanced CTI and IVR functionality
- Improve live agent efficiency and utilization
- Provide fast, efficient caller self-service options
- Is highly flexible and is easily integrated with your existing infrastructure
- Is easily customized to meet the specific needs of your contact center

