

## Multilingual Auto Router-Web Enhanced

### Community outreach solutions using today's technology

The Multilingual Auto Router serves as an intelligent call router. Callers access the program with a touch-tone telephone. They can reach a specific application, extension or the operator.

**Administration is interfaced with your organization's web page.** The call flow is developed via access to a web page—this allows you to “see” at a glance how calls are being routed within your departments. The speech portion of the application is administered simply via a touchtone phone.

The administrator can create an **Emergency Message** that will be heard at the beginning of the auto router. Two different auto routers can be created, one for business hours and one for evening and weekend hours.

### Auto Router Administration Utility



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Developer Connection  
Program

# Multilingual Auto Router-Web Enhanced

Outside call comes into the Auto Router



Avaya IR

"Thank you for calling Accuvoice. If you know the extension of the person you are trying to reach, press the pound key followed by the extension. To talk with the Help Desk press 1, Sales press 2, Engineering press 3, Accounting press 4, the operator press 0."

"Hello, this is the Lee on the Help Desk. How may I help you?"

Caller inputs "1". and the call is transferred.

## Application Administration

- The call flow is administered via access to your web page and the voice recordings are administered over a touch-tone telephone.
- Administrators define up to 5 general destinations for calls, such as the Help Desk, Sales, Accounts Payable, etc.
- Two Separate menus can be programmed, one for business hours and one for nights and weekends
- An Emergency Message can be created to alert callers of important information

## Benefits

- Reduces the number of inbound telephone calls abandoned due to long hold periods
- Allows quick and easy call answer and transfer
- Reduces cost of answering and directing calls to intended recipients
- Provides a professional and consistent answer message to callers
- Enables callers without extension numbers to quickly reach the appropriate party

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