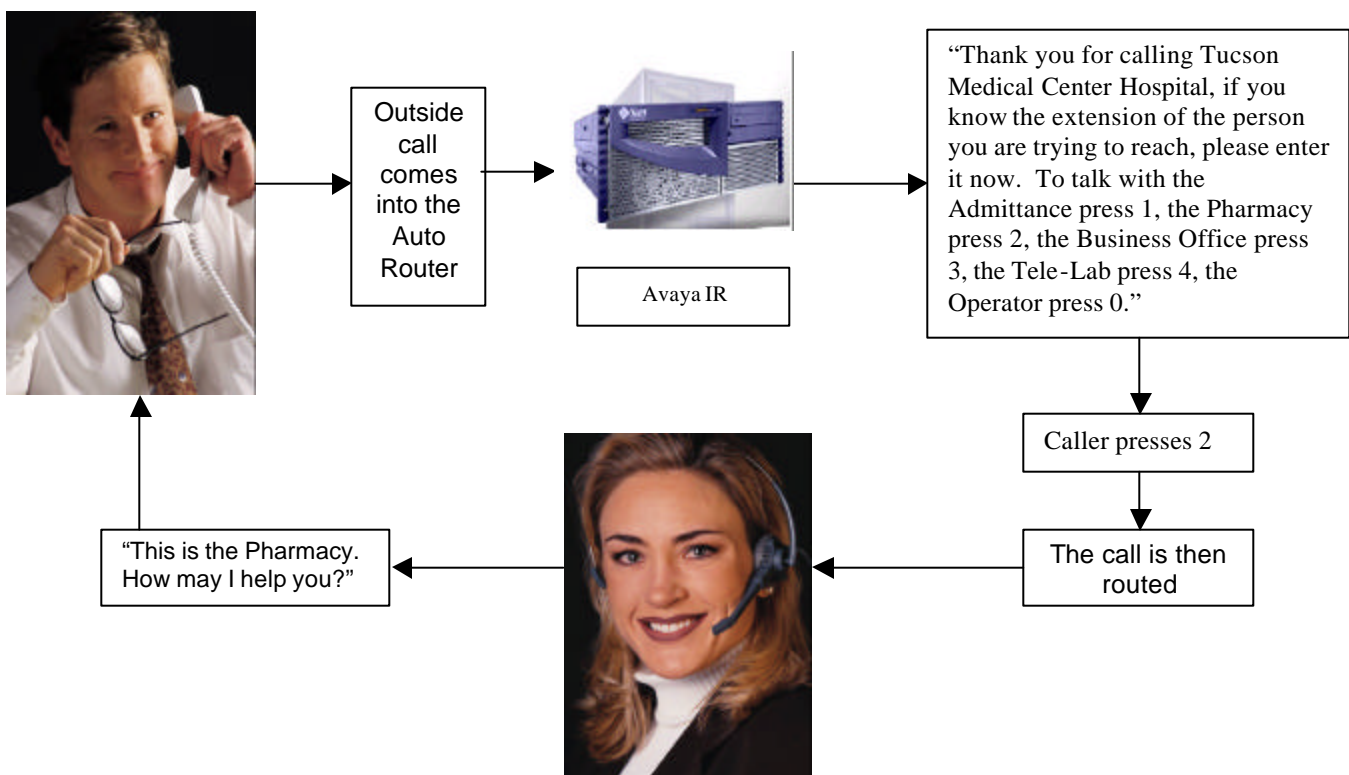


THE AVAYA IR INTERACTIVE VOICE RESPONSE SYSTEM WITH AMERICA'S HEALTHCARE SOLUTION SOFTWARE FROM ACCUVOICE INC.

Healthcare Auto Router

The Auto Router serves as an electronic employee. Callers access the program with a touch-tone telephone. They can reach a specific department, application, extension or the operator. The administrator can create two different auto routers, one for business hours and one for evening and weekend hours.



Application Administration

- Administered by a touch-tone telephone
- Administrators define up to 9 general destinations for calls, such as the Business office
- Two separate menus can be programmed, one for business hours and one for nights and weekends

Options

- Voice mail

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 appropriate party



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