

ESS Applications

ESS Agent Assisted IVR

Text to be added.

ESS Automated Web Agent

Automated Web Agent allows agents to use Automatic Speech Recognition and Text-to-Speech technologies to help customers complete their transactions over the web. Agents assist callers seamlessly, while customers continue to interact with the voice-enabled IVR. With Automated Web Agent, web-based customer interactions become more profitable, as abandonment rates -- and costs-per-transaction -- plummet. The application helps you offload contact center traffic while increasing customer satisfaction via complete and effective web-based transactions.

ESS Automated Interactive Messaging Service (AIMS)

AIMS (Aumtech Interactive Messaging Service) provides a highly flexible framework for quickly implementing scheduled and event-based information delivery services. Notify thousands in minutes with alerts, emergency messages, and other time-sensitive information. The web-based tool provides user-defined rules for delivery of your event-based or scheduled messaging, including time-of-day, device(s), and recipient lists.

ESS Industry Solutions

Airline

Air travel costs keep rising and margins are exceptionally tight, but how can you increase efficiency, reduce operating costs and build customer loyalty at the same time? Aumtech's suite of innovative, industry-leading airline solutions can help you reach your goals. Our field-proven, flexible applications can off-load call centers, speed customer communication, improve operations efficiency, dramatically reduce costs and increase customer satisfaction.

Aumtech blends the best of proven and new technology to deliver the most cost-effective, high-impact answer to your business challenges, including:

Automated Reservations

Schedule Availability & Fares

Flight Information

Flight Status & Rescheduling

Non-Revenue Reservations

Voice-Enabled World Tracer

Fax Confirmation

Automated Web Agent

Healthcare



Managed care organizations and hospitals are dealing with increasing government regulations on patient privacy while trying to improve operational efficiency and reduce costs. Streamlining administrative tasks and consumer interactions with Aumtech's flexible information management solutions can help you improve customer service while achieving significant cost savings.