



► **Overview**

- CCIVR** (Call Center IVR) is a useful software add-on
- Play pre-recorded messages and initiate actions in response to touchtone
  - Provide answers without the need of Agents
  - Highly customizable by Menu Prompt Messages and actions
  - CCView and CCPro ready

► **Key Features**

- Integrate with Panasonic KX-TDA/TDE/NCP IP-PBXs
- Easily incorporate with the infrastructure already in-place
- Use Analog Telephony Boards to play messages and get responses
- Same functionality and GUI as CCPro
- Two more report templates added
- Provide Interactions with Databases
- Seamlessly work with ACD

► **Custom Development**

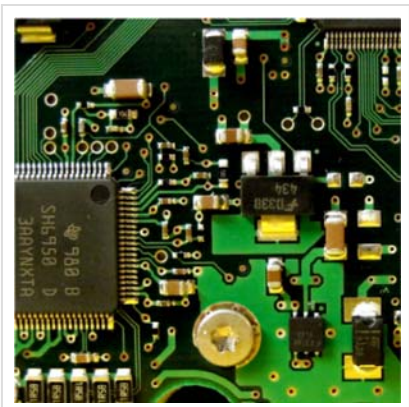
- Unlimited IVR Menu Selection By Caller
- Simple To Complex Call Routing
- Outside Phone Transferring Rules
- Database Access and Update
- Simple To Complex IVR Scripts
- Text To Speech Converter
- Reporting



**Benefits**

- Enhance Call Center productivity
- Provide Customer with dynamic and personalized interaction
- Focus and improve Customer service levels
- Quick Caller identification and segmentation

**System Requirements**



- KX-TDA 30/50/100/200/600, KX-TDE 100/200/600, KX-NCP 500/1000, with USB or TCP/IP connection to CCServer Host
- P4 3 GHz, 2 GB RAM, 50 GB HDD
- Microsoft Windows 2000 Professional (Service Pack 4 or later), Microsoft Windows 2000 Server (Service Pack 4), Microsoft Windows XP Professional (Service Pack 3), Microsoft Win2003 Server (Service Pack 1 and Service Pack 2) Domain Controller and Workgroup