


GOLD SYSTEMS

Solutions Powered by Voice

About Gold Systems

Gold Systems' self-service solutions improve profitability and increase customer satisfaction. Using our proven Solutions Discovery Process, Gold Systems helps companies identify processes where efficiency can be optimized with voice automation solutions that implement the latest in IVR, speech recognition and text-to-speech technologies. Named to both the *Inc. 500* and *Deloitte & Touche Fast 50*, Gold Systems has positively impacted bottom line results for companies in the financial, insurance, healthcare, retail and utility industries since 1991.



Performance-Enhancing Features for Your Avaya System

DynaPort from Gold Systems provides performance-enhancing features, including In-Queue Messages and Dynamic Port Allocation, for the Avaya CONVERSANT® System for Interactive Voice Response (IVR).

Extend Customer Services with In-Queue Messages

Provide your callers with more options while they wait. DynaPort includes a telephone administration feature that allows announcement recording for announcement features as well as phrase recording for the estimated wait time feature. With DynaPort, your customers and potential customers also benefit from:

- **Announcements:** Keep callers informed by integrating up to 1,000 different information announcements.
- **Estimated Wait Time:** Provide callers with an estimated wait time so they can allocate the necessary time or call back later.
- **Prompt Announcements:** Expand caller options with the Prompt Announcements feature. With this feature, callers can select from a menu of options, each containing up to nine choices. Once a selection is made, the Prompt Announcements feature plays an appropriate information message to the caller, and returns the call back to the vector.

Increase Channel Capacity with Dynamic Port Allocation

The Dynamic Port Allocation feature maximizes channel capacity by allowing a channel to run any one of up to 100 different applications. The Dynamic Port Allocation feature allows you to make the best use of your CONVERSANT channels by automatically allocating applications to an available port. This feature, which eliminates the need for applications to be assigned to specific channels, helps prevent the idle/overworked channel problem by dynamically balancing the workload among channels.

DynaPort communicates with an Avaya DEFINITY® PBX via the Converse Vector Step feature which sends touch-tone information to the CONVERSANT along with every call – providing data that instructs DynaPort to launch a specific feature for that caller.

Gold Systems, Inc.

Toll free 800-988-7798 say "sales"

sales@goldsys.com

www.goldsys.com

To learn more about Gold Systems solutions, call 800.988.7798 and say "Sales" or visit www.goldsys.com.