


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.



Receptionist assisted calls

cost \$1 - \$3 per call while

V-Dialer automated calls cost

\$0.30 - \$0.50 per call,

generating immediate call

savings of well over 50%!

Gold Systems, Inc.

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Increase Customer Satisfaction and Lower Call Handling Costs

V-Dialer™ improves customer service by shortening wait times, and saves organizations money by reducing attendant staffing requirements and the printing of directories. What's more, it is available 24 hours a day, requires no sick days or vacation, and is easy to scale and maintain.

Eliminate frustrating, lengthy keypad entries and alphanumeric prompts. With Gold Systems V-Dialer, it's as easy as speaking a name, department or location. V-Dialer is a complete speech-enabled application that enables call routing for enterprises of any size.

V-Dialer Solution Features

This voice-driven application recognizes spoken input and immediately transfers the call, without having to remember extension numbers or speak to a receptionist. This packaged application deploys easily, lowers your cost per call and streamlines your internal resources. It's simple, professional and consistent, and built upon your existing telecommunications infrastructure. Our V-Dialer solution offers:

Speech-Enabled Call Routing Callers simply request a name, a place, a service or a department, and the system quickly transfers the call to the appropriate number without using a live operator.

Multiple Contacts Employees have the option of entering multiple contact numbers into V-Dialer (e.g., office, mobile, and pager). Callers are presented with these options when calling – eliminating the need to remember a contact's office number, mobile number, or pager number. Callers can also call directly to a person's mobile number by simply saying "John Smith mobile."

Reporting Capabilities Performance reports track system call activity, transfers, navigation time, operator interaction, recognitions, and more, displaying data in easy-to-read graphs and tables.

Easy Web-based Administration With one click you can access and modify your greeting, contact information for employees departments and locations. You can also set V-Dialer to transfer to a different operator extension when out of business hours.

A Cost Effective Way to Provide Customer Service

With V-Dialer you can use the power of speech to increase customer satisfaction and lower your call handling costs. V-Dialer provides your customers with expanded service hours, lower hold times, and an improved user interface. Because V-Dialer is professionally designed and easy-to-use, your customers can obtain information quickly and in a pleasant manner which leads to increased usage of your automated system and ultimately lowers your receptionist-assisted call volume and your call handling costs. In addition, your receptionist's time can be reallocated to more complex calls or tasks.

Gold Systems V-Dialer Offers Several Key Benefits

Scalability V-Dialer is scalable to meet the needs of growing organizations and is designed to exceed the expectations of large organizations. This solution will always keep pace with the growth of your organization, both in terms of number of employees and call volume.

Convenience Callers can also ask for corporate brochures, listen to bulletin boards, request help desk assistance, access product information, etc. V-Dialer will also handle calls for multiple networked sites. Choose when calls will be handled by a live operator and how your V-Dialer will operate after business hours.

Enhanced Customer Service Provide a professional and natural link between you and your customers, with a welcoming human voice with the V-Dialer solution, that helps underscore your company's lead in the move to customer-friendly voice technology.

To learn more about Gold Systems V-Dialer solution, call 800.988.7798 and say "Sales" or visit www.goldsys.com.