

Comprehensive Product Suite Fosters a Competitive Edge

Vonetix, by Gold Systems, provides a single infrastructure for integrating Interactive Voice Response (IVR) applications and speech recognition technologies with an enterprise's existing customer communication interfaces. Vonetix offers a portfolio of plug-ins to further enhance connectivity and allow the enterprise to deploy customer support solutions more rapidly and economically – all while using standard development tools that work with their existing legacy systems.

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.



The Vonetix Product Suite

Vonetix provides IVR systems with standard, easy access to corporate data systems such as web servers, databases, and mainframes. Vonetix is a multi-tier Java framework that supports the creation of plug-ins used to communicate with corporate data systems required for IVR application development. The plug-ins currently supported within the Vonetix framework include:

- Document Plug-in for access to web server data via HTTP/HTTPS, XML, and HTML
- JDBC Plug-in for access to JDBC-compliant databases
- TNSeries Plug-in for access to mainframe data via TN3270
- MQSeries Plug-in for communication with hosts via the IBM WebSphere MQ protocol
- Sockets Plug-in for data exchange via sockets-based communication

Self-Service Solutions to Drive Enterprise Efficiency

Vonetix helps companies offer their internal and external customers self-service access to information and transactions. Combining speech recognition with the Web, enterprises benefit from a lower cost per call, fewer agent-routed calls and lower development costs. Developed using Vonetix, application deployment is faster, driving efficiency further. With greater benefits for the enterprise, Vonetix:

- Enhances customer loyalty by providing convenient, instant access to information with spoken input
- Decreases agent managed calls, lowering personnel costs and call center overhead
- Speeds application deployment, lowering development costs
- Protects enterprise customer communication systems

Vonetix Architecture

The Vonetix framework and its suite of plug-ins make it easier for IVR developers or system administrators to create and maintain IVR applications. The framework enables the plug-ins to share common underlying code and infrastructure such as logging tools, web-based administration tools, connection monitoring, etc. In addition, Vonetix provides application developers with consistent development tools for incorporating data from enterprise systems into their IVR applications – leading to faster implementation times, more reliable integrations, and lower costs.

Gold Systems, Inc.

Toll free 800-988-7798 say "sales"

sales@goldsys.com

www.goldsys.com



GOLD SYSTEMS

Solutions Powered by Voice

The Vonetix framework is the base upon which plug-in integrations are developed. The framework provides a single integrated logging framework utilized by all plug-ins making debugging, support, and maintenance easier. Integrated web-based administration tools provide a single, easy-to-use administrative interface. An integrated command interface allows users to start and stop Vonetix and plug-ins, gather statistics on plug-ins, manage licensing, and much more.

The framework provides session management and connection pooling for the plug-ins which in turn provides faster, more reliable data integration. The Vonetix framework also provides the transparent, seamless ability to host plug-ins co-resident with the IVR platform or separated onto a server. Additionally, it provides a valuable component to IVR application development by providing many plug-in data integrations and providing many services that make data integration easier, faster, and more reliable.

Speed Application Deployment

Companies often must develop expensive, proprietary, application-specific code to connect IVR applications with enterprise information systems that contain valuable data and support essential transactions. Companies will find that using Vonetix:

- Provides telephone access to Web-based content without duplicating their Web site's infrastructure
- Deploys speech recognition, Voice-to-Net applications more rapidly
- Supports a self-service voice interface without additional investments in connectivity infrastructure
- Leverages existing Web site interfaces to back- and front-end systems
- Gains remote access for maintenance
- Reduces programming, administration and maintenance costs

Success Across Markets

Gold Systems combines Vonetix and voice-powered solutions to help enterprises across many markets realize results. Example solutions include:

- **Financial Services** Account management, transfer funds, pay bills, loan status, outbound collections
- **General** All industries benefit from fax on demand, zip code locator, customer satisfaction surveys
- **Government** License renewal and registration, voting location hotline, hearing schedules, tax payments
- **Healthcare** Benefits administration, patient account and billing inquiry, patient scheduling, physician locator
- **Insurance** Claim filing and processing, policy verification, policy renewal, proof of insurance
- **Retail/E-commerce** Customer account access, order placing, status checking, store locator, vendor A/P
- **Utilities** Automated outbound notification, automated trouble tickets, account inquiry, outage messages

