



Smart Call

Customer Interaction Management Platform

- Unified Contact Center - IP or TDM
- IVR - Payment Gateway
- IVR - Speech Recognition
- IVR Script Tool
- Smart Logger
- Smart Dialer
- Smart Fax Server
- IVR Voice Authentication
- Voice Mail
- Call Back Manager
- Audio Conference Bridge

Unified Contact Center Solution

Unified Contact Center Solution from Bay Talkitec blends the power of Unified messaging with Unified Communications. With the world steadily progressing towards 3G, and WiMAX as the end-user communications media, it becomes imperative for enterprises to make the right investments in their customer management infrastructure so that they don't need to do forklift upgrades to their platforms as and when these changes happen. The integrated Customer Interaction Management Platform (CIMP) from Bay Talkitec is a powerful offering that supports 3G, and WiMAX apart from the existing modes of communications. At the backend, CIMP supports Next Generation Networks, which in turn help in bringing down the TCO for Enterprises as they grow.

Smart Call Platform Features

- Unified Contact Center Solution supports IP, TDM, Hybrid IP/TDM
- Supports Email, Web, Chat, SMS & Fax
- Video capability
- Fully SIP compliant
- Seamless CTI Integration with but not limited to Avaya, Cisco, Nortel etc
- Inbound / Outbound
- ACD Functions
- Voice Logging
- Windows or Linux Compliant
- Call Back Manager

- Popup tool for agent Screen
- Call Conferencing
- Powerful reporting tool
- Campaign Manager
- Supports legacy TDM and IP
- All Database support

IVR Solutions

Bay Talkitec's IVR solutions based on the proven Smart Call Customer Interaction Management Platform are perfect for SMEs, Enterprises and Contact Centers. In addition to the standard IVR features it also offers Speech Recognition, Text to Speech (TTS) payment gateway and Voice Authentication facilities. Below are some of our IVR features:

Speech Recognition & Text to Speech

Bay Talkitec's Smart speech & TTS based IVR offers comprehensive, multi-lingual solutions that enable companies to provide simple voice interaction services. Bay Talkitec's Smart Speech is an integrated platform for ASR (Automatic Speech Recognition) and TTS (Text to Speech).

- Supports Microsoft & Nuance engines
- Multiple grammar support
- Recognition accuracy >90%
- Suited for Indian, American, British accent and certain Indian Languages

IVR Payment Gateway

Bay Talkitec's IVR for Payment Gateway Transaction enables secure credit card transactions through Telephones.

- Highly Secure
- Also available on USSD

Voice Authentication

Bay Talkitec's Voice Authentication module provides the capability to the IVR to accurately detect the caller identity by composite analysis of the voice patterns. This module can be used to transact business securely. It helps agents to focus on customer care rather than spending time to verify identity.

Smart Logger

Bay Talkitec's Smart Logger provides a comprehensive voice logging solution which meets the critical demands of contact centers & enterprises. Built on the proven Smart Call Customer interaction Management Platform, our solution can be integrated with existing IVR, Dialers & Call Centers and also with other proprietary solutions from Avaya, Nortel, Cisco and others. Features include:

- Screen Capture facility
- IP, PSTN, Digital or Analog
- Highly scalable
- Online monitoring
- Multiple recording & play back control options

Smart Dialer

Bay Talkitec's Smart Dialer built on the proven Smart Call Customer Interaction Management Platform is a full featured outbound dialing system. Smart Dialer also encompasses an Outbound Call Manager (OCM) that can be easily customized by the user to run multiple campaigns and allocate resources efficiently. Features include:

- Channel wise Ring List
- Remote Monitoring
- Simultaneous Multiple campaigns
- Tone detection for fax, answering machines etc.
- Area-wise Channel allocation
- Sense "Hello" for answering cases
- Dynamic Channel Selection as per ring list
- IVR integration for Dialer
- Release cause for No Response, Busy etc
- SMS Integration
- Call transfer possible With ECT or extra line
- CCS7 signaling capable
- Retry for failed calls
- Powerful Outbound Campaign Manager
- Remote ring list updation

Smart Fax Server

Bay Talkitec's Smart Fax Solution (or fax server) is a system when installed in a corporate network allows employees to use it as a fax machine. Features include:

- Sending & receiving Fax messages
- Emulates multiple fax machines thereby reducing overhead
- Supports IP, PRI & analog lines

Voice Mail

Bay Talkitec's Voice mail solution is a flexible and highly scalable solution. It works with existing PBX phone systems, Centrex systems, or in a SIP-based VoIP configuration. Features include:

- Can be integrated with existing phone systems, Centrex or SIP based VOIP configuration
- Scalable to thousands of mail boxes
- Can be integrated with email clients like MS Exchange server, lotus notes

Call Back Manager

Bay Talkitec's Call Back Manager saves time for the callers who are calling into busy call centers by avoiding the holding time. When all agents are busy the system prompts the caller to enter his convenient time when he can be called back and the system automatically schedules a call at that time.

Audio Conference Bridge

Bay Talkitec has developed Audio Conferencing system for both Landline and GSM Mobile. It will perform media oriented functions such as Conferencing, Audio Storage and retrieval, and Interactive Voice Response (IVR) processing. Features include:

- Conferences can be pre-booked in advance using diary facility
- Automatic or manual dialing of participants, plus dial-in to conference.
- Logging the conversation of the conference call and store in CD Optional recording of conferences available for security and / or analysis.
- Record a conference for later online retrieval
- Dial out from numbers stored in database
- Authorize entry into conference

Why Bay Talkitec?

World-class: Leverages our experience and expertise of developing Contact Center Solutions for leading public and private enterprises.

Innovative technology: Enabling technology developed after in-depth research, meant for the next generation of communication services.

Flexible: Easy to use and enhance

Strong service support: Delivery centers and service support from our team of experts across the country and the globe.

About Bay Talkitec

Bay Talkitec is a leading provider of CIM (Customer Interaction Management) solutions and Value Added Services on mobile and converged networks. It is the pioneer and market leader with a 16-year track record in the space. The company has over 2000 installations of its CIM products comprising of IVVRS (Interactive Voice and Video Response Systems) applications, contact center applications and VAS, including mobile VAS, among others. Focused on R&D and technological innovation right from its genesis, Bay Talkitec today has a strong resident IP with a completely indigenously developed product portfolio, consisting of but not limited to 2.5G and 3G Video Solutions, SMS applications, IVVRS, speech recognition and Contact Center Solutions.

Corporate Office

#1/40, North Parade Road, PCM colony, St.Thomas Mount, Chennai-600 016 Phone: +91-44-2233-0101

Website: www.baytalkitec.com

E-mail: info@baytalkitec.com

India presence

Ahmedabad, Bangalore, Hyderabad, Kolkata, New Delhi, Nagpur & Punjab

International presence

Bangladesh, Malaysia, Nepal, Singapore, Sri Lanka & USA