ACP IVR

Emergency Conference Calls and
Advanced Automated Call Handling

AASTRA

The Aastra Communication Portal (ACP) is one of the key applications of the Aastra 5000 solution, which includes a series of unified applications suitable for any type of business, a broad range of terminals and gateways.

The ACP is a real-time web services-based communications application portal. It enables companies to unify their answering services (ACP Web Attendant and ACP IVR), optimize customer relations (ACP Contact Center) and to utilize telephone collaboration (ACP IP Conference Bridge).

A spectrum of possibilities

As part of the ACP application, Interactive Voice Response (IVR) offers a set of extended functionality for automated call handling. This specialized IVR service provides advanced features such as emergency conference calls, effective control center responses, customer identification, on-site technician notifications.
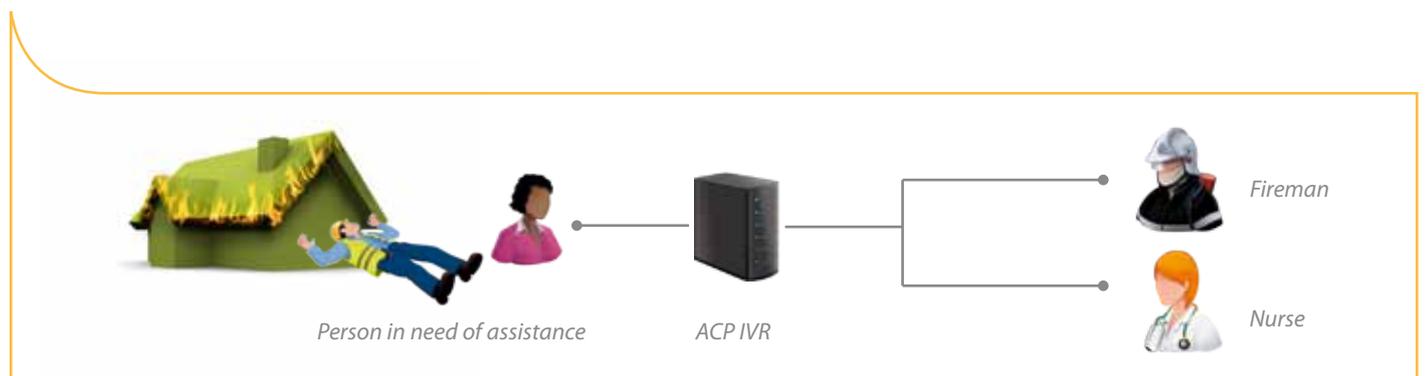
Emergency conferences

When safety is a concern, rules and regulations require the capability to set up emergency call conferences. Any person needing direct assistance should be able to dial an emergency phone number and immediately get in touch with one or more persons who can provide assistance. These can include fire department personnel, nurses, doctors etc. This need is often requested in medical environments or in high-safety environments, such as power plants and similar. Thanks to its flexibility, the ACP IVR conference system can, as soon as it receives an emergency call, dial multiple persons simultaneously. When they answer, the system puts them in a conference bridge with the caller and other persons providing assistance. The ACP IVR can also be tailored to offer variations of this scenario:

- Play IVR messages to each assisting person before adding them to the call conference

- Ask for confirmation or passwords when answering calls

- Call multiple phone numbers at the same time and only add the first person who answers to the call conference

- Manage dynamic lists of professions and phone numbers; for example dial different phone numbers depending on the time of day or date

- Record call conferences

Customer benefits

- A customized and flexible solution that can be tailored to different needs

- Open interfaces for integration with third party applications

- Applicable for virtualized and redundant configurations

- Suitable for any type of business, no matter its size

Person in need of assistance   *ACP IVR*

Fireman

Nurse

Selected station: Tottenham Court Road

Call whole station

Call one area ▶ Main hall
Entrance North
Entrance South
Platform A
Platform B

Control centers

Emergency conference call functionality is often required at control centers. For both public locations, such as in subway networks and private locations, responses must often be instantaneous. When receiving an incident report, security personnel must quickly obtain an overview of the current situation. This includes the location of the incident, such as a specific subway platform, or a area in a building etc. By joining a conference call, all concerned parties can be rapidly updated at the same time. A conference call can also be triggered from a third party application, for example showing a subway map or a building drawing. By clicking on a given element on the map or drawing, users can call the corresponding location.

Automated notifications

In a number of situations, phone calls are still the most efficient means to contact people. Some of these calls initiate repetitive tasks that should not be assigned to contact center agents. They should instead be automated. The ACP IVR can dial phone numbers and start an IVR session with a called party. Playing announcements, asking for input or recording a message. The trigger for these phone calls can be another call, the arrival of an e-mail message or a signal from an external application.

Examples on how the functionality can be applied:

✶ An on-site technician is to be notified of his or her next task. Confirmation of the notification can be required

✶ Magazine subscribers are to be reminded when their sub-scriptions will soon be expiring and asked if they would like to renew

✶ For security purposes you can call and play an IVR voice password to a customer for verifying the identity or phone number he or she gave on a web site etc.

Complex call transfers

There are situations when you may want to call multiple phone numbers at the same time and only be transferred to the first person who answers. You may also want to play an announcement upon answering before transfer, for example, to verify the called person's identity with a password etc. In all these cases, when a contact center solution will not be able to assist you, the ACP IVR has the flexibility to set up complex call transfers. The ACP is the intelligent link between making one or more outbound calls and setting up a conference bridge with the requested parties. The ACP scripting tool is open for integration with external databases and applications: even the list of telephone numbers to dial can be context-sensitive.

ACP IVR   *Road Warrior*

The capabilities are nearly unlimited

All the described areas are only a few examples of how the ACP functionality can be put to use. ACP advanced call han-dling can assist you with many other areas and purposes. Because it is based on a flexible scripting engine, scripts can be built without programming.

Key Fundamentals

The APC IVR is a highly flexible application designed with open interfaces and can be customized to fit various types of company needs.

Customized solutions

The intelligence of the ACP IVR is determined by scripts. The scripts can be created based on numerous available building blocks. The scripts can automate incoming and outgoing calls, play announcements (recorded or using text-to-speech), create or join conference calls and much more. Different scripts are easily created by dragging and dropping building blocks into a tree structure. No programming skills are needed for developing scripts.

Open standards

ACP scripts are based on open standards and data can be read or written in external databases. Since the ACP can be integrated with external applications, it can offer environment-sensitive services, such as IVR calls triggered by application interactivity, or by calling telephone numbers defined in a customer database.

Service continuity

The ACP IVR can be virtualized and made redundant to meet security and service continuity needs. Virtualization allows more flexibility in data center management and redundancy enables full operation in the event of system failure. This can be achieved by deploying servers on single or multiple locations, with or without service interruptions in the event of failures.
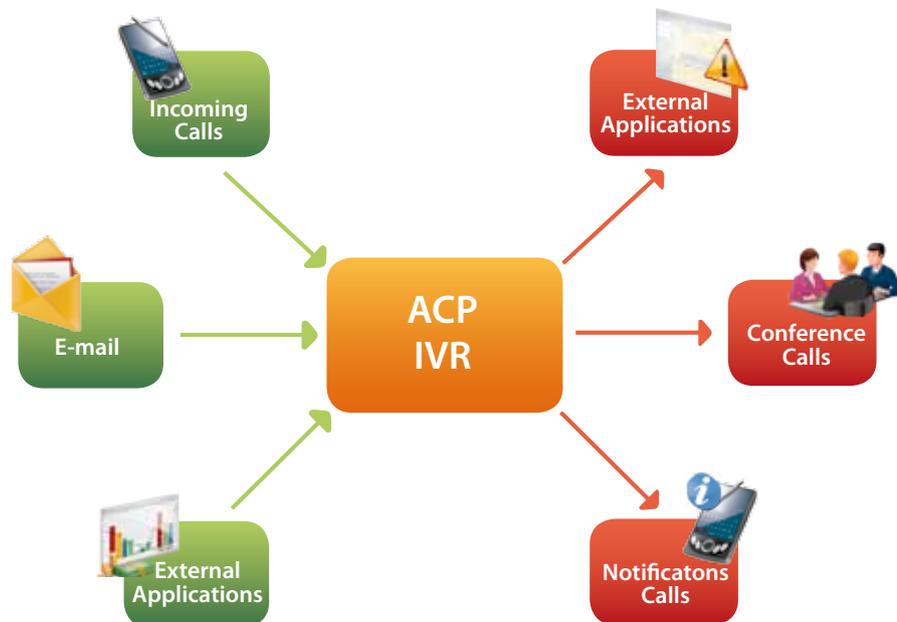
About Aastra

Aastra Technologies Limited (TSX:"AAH"), is a leading company at the forefront of the enterprise communiction market. Headquartered in Concord, Ontario, Canada, Aastra develops and delivers innovative communications products and applications for businesses.

Aastra's operations are truly global with more than 50 million installed lines around the world and a direct and indirect presence in more than 100 countries.

Aastra enables enterprises to communicate and collaborate more efficiently and offers one of the most complete portfolios of unified communications solutions - sets, systems and applications - based on market standards (SIP, LDAP, XML, etc.).

www.aastra.com

Please refer to your Aastra reseller or to the Aastra 5000 Unified Applications brochure for more information about the ACP application portal.

Incoming Calls

E-mail

External Applications

ACP IVR

External Applications

Conference Calls

Notificatons Calls

EN/LZT 102 41 67 RB

Papier recyclé
Recycled paper