

Advanced Interactive Toll-Free/ Call Center Services

Network-based enhancements for call centers

Not every phone call to your contact center requires a real-time agent response. Sometimes callers are just looking for quick answers to straight-forward questions such as — What is the status of my order? When is my doctor's appointment? What job openings do you have?

Network-based IVR for better customer service

When you direct your toll-free numbers to a Sprint network-based interactive voice response (IVR) system, you can:

- Identify the caller's need prior to routing and ensure that the caller is sent to the right location the first time
- Provide 24-hour automated access to information and services at a time that's convenient for the caller
- Improve the consistency of information and services while eliminating long waiting times for an agent

You can also take advantage of advanced interactive features such as:

- Access to remote databases via a host interface
- Navigation through voice commands
- Voice-activated conversion of text information to speech

Network-based voice browser for customized applications

When you direct your toll-free numbers to a voice browser in the Sprint voice network, you can give callers easy access to HTML databases and Web content in a language they understand — human speech. The Sprint standards-based voice XML platform integrates both text-to-speech and automatic speech recognition engines, giving businesses and third-party application developers the advanced tools they need to write leading-edge solutions.

Do-not-call compliance solutions

When you are placing calls to solicit consumer business, you can avoid costly penalties for violating state and federal do-not-call compliance regulations. The Sprint and Gryphon Networks Do-Not-Call solutions can block calls to do-not-call numbers. Additionally, the networked service updates call curfew blocking for all states and area code changes. For large call centers, a suite of tools, customized to your individual business processes, can deliver automated certification to consumer telephone numbers before they are dialed.



One Sprint. Many Solutions.™

Voice/Data

PCS Wireless

Internet Services

E-Business Solutions

Managed Services

No capital investment or maintenance

Network-based call center enhancements from Sprint can make good business sense. You not only can improve caller satisfaction and agent productivity, you can save money too.

With Sprint network-based IVRs and voice browsers, you can:

- Reduce, even eliminate, an up-front capital investment in equipment that may not meet your needs in the future
- Handle spikes in volume without a permanent commitment to expanded resources
- Free your technical staff of equipment maintenance and management

Why Sprint?

When you choose Sprint, you're in good company. More than 90 percent of the Fortune 500 chooses Sprint for data, Internet, voice and wireless solutions.

When you select Sprint, you're doing business with a global company that:

- Has a rich heritage more than a century strong and remains one of the most financially stable companies in the telecom industry
- Can meet virtually any communications need through a broad portfolio and interoperable network infrastructure, allowing for fully integrated custom solutions for your business
- Is committed to developing solutions that can transform the way you get business done
- Has won industry and customer accolades for service reliability, cost effectiveness, customer satisfaction and product innovation

**Please contact your
Sprint Sales Representative
or Authorized Sales Agent.**



1-877-700-8919 www.sprintbiz.com

Copyright © Sprint 2003. All rights reserved. Sprint and the diamond logo design are trademarks of Sprint Communications Company L.P. All other trademarks are the property of their respective owners.

06.03 03047