



Contact Management. A value-adding module in T-VPN.

Every caller immediately
finds the right contact in
your company.

**Are you already taking advantage of every
opportunity effective voice communication
provides?**

Do callers have automated access to
information? Are callers' wishes already
recorded before the call is accepted? Are calls
forwarded effectively when a resource is
occupied?

Contact Management in T-VPN puts every caller
in contact with the right person in the shortest
possible time – locally and internationally.

Services and function.

Contact Management in T-VPN is a package of modular solutions that, in connection with a service telephone number, identifies calls already prior to call acceptance and forwards them intelligently. In so doing, most services also remain available in cross-national voice network solutions. The solutions in detail:

Interactive Voice Response (IVR) is an interactive voice platform and provides a dialogue-based qualification of calls that is completely processed in the voice network. Along with menu-driven targeted forwarding, it also features an automatic messaging option. Also available in international and IP-based form, the **voice dialogue portals** are technically able to understand freely spoken speech and formulate free responses, enabling the caller to conduct business transactions automatically by voice. They conform to the VoiceXML standard and feature state-of-the-art speech recognition and text-to-speech output. This means voice dialogue portals permit, among other things, access to web-based services via telephone.

Automatic Call Distribution (ACD) automatically routes calls to company units such as call centers, switchboards, subsidiaries or telecommuters throughout the network. The call forwarding criteria are freely selectable – according to load, call source or time of day, for example.

The **Contact Net Detector (CND)** handles the database-supported qualification of all callers. Based on their telephone numbers – while taking data protection criteria into account – they are identified and call forwarded according to predetermined criteria, e.g. to their customer consultant. And if the call center is equipped with CTI (Computer Integrated Telephony), then all customer data can be made available right from the moment that the call is accepted.

The **Routing Configuration Interface (RCI)** serves as universal interface for connecting a

company's own communications systems to Deutsche Telekom's Intelligent Network (IN). This permits the use of existing telephone systems to control the IN, thereby allowing a company to adapt call routing throughout the voice network precisely to its business processes. That cuts costs and makes optimal use of resources.

The advantages.

With Contact Management in T-VPN you save time and money. Because Contract Management permits you to adapt the flow of communications to your company's business processes. It makes optimal use of personnel resources in customer consulting, thereby increasing efficiency and competitiveness. Routing calls more rapidly to the competent contact person within the company helps ensure a high level of service quality and customer satisfaction. In addition, Contact Management shifts functionalities to the T-VPN network that would otherwise require the use of expensive hardware and software. For your company that means investment and capital commitment fall right along with maintenance and operating costs, implementation is flexible and inexpensive, and costs can be calculated accurately in advance.

The facts:

Contact Management in T-VPN.

- Improved service quality and higher customer satisfaction through optimised routing
- Database-supported caller identification
- Cross-location distribution of calls according to defined criteria
- Customer information made available from the moment a call is received
- Navigation and automated messages through interactive voice menus
- High user acceptance through natural speech recognition and highly refined speech synthesis

Contact Management is only available in connection with a service telephone number.

What is T-VPN?

T-VPN is a voice solution from T-Systems that connects lines from any number of locations to a virtual private voice network. Optional value-adding modules can be used to expand any T-VPN solution, incorporating intelligent functions to optimize your business processes.

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