

## Are you overwhelmed by the massive volume of interactions with customers?

- They're Customers that need information.
- Customers that are counting on your services to deliver their overnight or overseas, across borders or towns, shipments without hassle.
- Customers that have complain.
- Are you getting heap of incoming calls daily for inquires, request for pickup, complaints, tracking, etc.

### Do you want?

- 24x7 operation.
- Decrease in call abandonment rates.
- Shortening call lengths.
- Reduction in call hold times.
- Reduction in customers call backs.
- Reduction in call centre hardware and software.
- Reduction in calls to live agents.
- Increase in customers' satisfaction.
- Increase in customers' loyalty.
- Increase in revenue.



Automation using voice technologies can help you achieve cost savings and customers satisfaction levels that are not possible with alternatives such as touch-tone or Web-based systems.

### TalkyTracker Modules

Speech Workers has developed **TalkyTracker** as a complete customers inquiries and services solution such as:

#### Rates & Time calculator

A customer can pick up his phone or cell phone, speaks easily to the system, **TalkyTracker** will ask him to specify country's origin, destination country, type of shipment, weight, and dimension. **TalkyTracker** will advise the rate and time for delivery directly.



#### Pickup Request

Registered customers need only give in words there shipment details, and **TalkyTracker** will take care of the rest to forward customer's pickup request automatically; **TalkyTracker** system is fully compatible with all standard database and open systems.

#### Customer Care

Customers Relationship Management (CRM) and customers' satisfaction are fully maintained by **TalkyTracker**. Customer Care module is covering as well all customer's inquiries, requirements, and complain ticket systems. It answers on the 1<sup>st</sup> ring, resulting in callers will never hear ring or no answer or busy tones. If a customer still wants to speak to someone - live, **TalkyTracker** and **SAMA**® makes it possible to speak to a human agent, for help 24 hours a day, 7 days a week.



#### Instant reports

**SAMA**®, the core and intelligent agent of **TalkyTracker** can help managers and decision makers to listen to there important reports instantly. Decision makers are one telephone call away from there important reports and information; anywhere, any time.

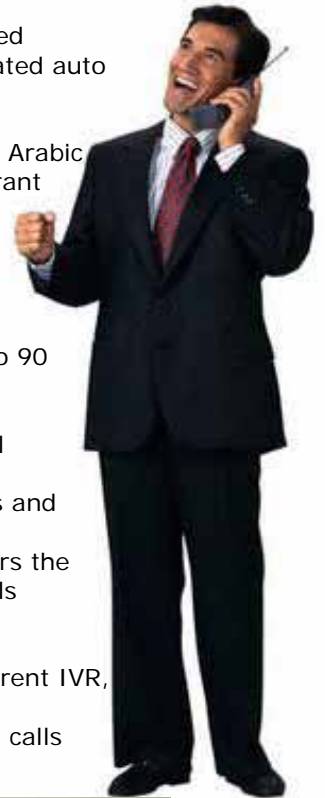
## TalkyTracker ©

All of the above and much more can be achieved, with our State-of-art speech enabled Arabic/English Tracking system "TalkyTracker" which is highly accurate speech-activated auto attending and Tracking system offering natural language processing.

A turnkey system that provides the ability to understand callers, including those with Arabic accents, and supporting 114 local Saudi dialects. The application is robust, fault-tolerant and scalable to meet the needs of any size organization, and respond to inquiries 24 hours a day, 7 days a week.

### TalkyTracker Features:

- Reduction in 800 toll free expenses by reducing the call length.
- Privacy - as per local customs where a lady customer can call and do the business transaction at her ease.
- Offers the capability of providing people with no or low vision and manual
- Enable the disables to access the business data and services using telephone user interfaces.
- Scalable Architecture
- Fault Tolerant
- Reduce call times by 60 to 90 seconds.
- Gives competitive Edge
- More Revenue, giving real cost saving
- Lowered operational costs and rapid R.O.I.
- Saves user time and lowers the number of abandoned calls
- Increase productivity
- Save data base security
- Easy to integrate with current IVR, call center.
- It can handle all incoming calls simultaneously.



Contact us through **SpeechWorkers**'s local representative below, to show you how we can make it work for you, and get the edge your business needs.

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