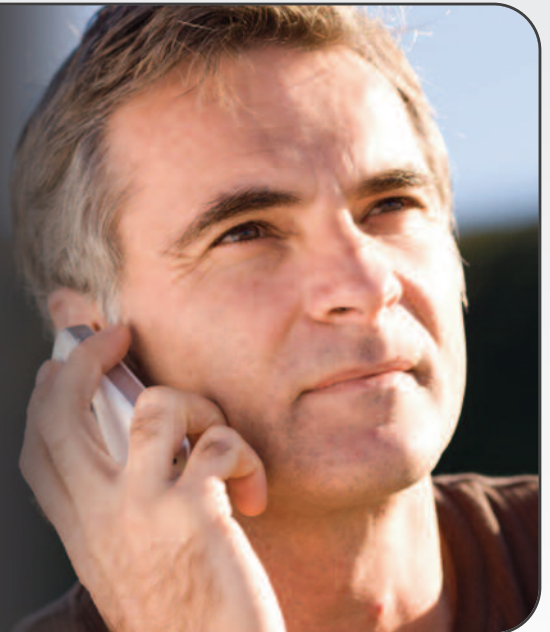


Connect ME

The ultimate way to connect callers quickly and efficiently 24 hours a day



Connect ME is the ultimate solution for automating telephone answering services through speech recognition. **Connect ME** will prompt callers to say the name of the person, department or service they require and route them to their desired destination.

Quick returns on your investment

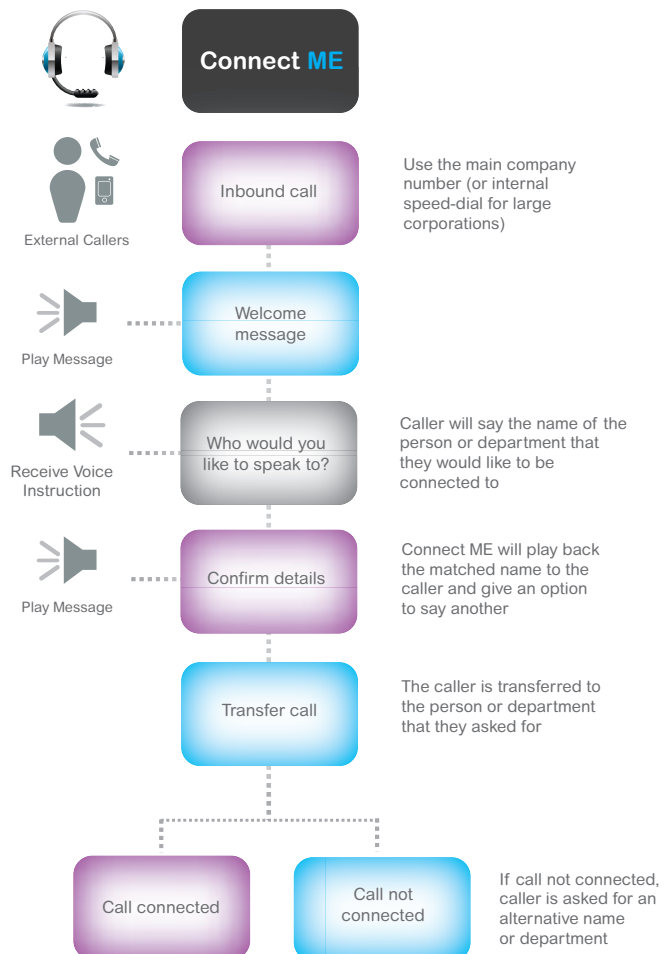
By utilising the latest in Integrated Voice Response (IVR), the **Connect ME** application can:

- Reduce call-handling costs by up to 90%
- Cut internal calls to operators, which represent up to 40% of all operator calls
- Synchronise with Active Directory and PBX directory for improved efficiency, performance and accuracy.
- Increase availability of service to your customers to 24 hours a day, 7 days a week

'Connect ME not only saves us money but has improved our communication both internally and externally.'

Leading UK Manufacturer

The Connect ME call flow process



Connect ME

The ultimate way to connect callers quickly and efficiently 24 hours a day

Connect ME features & benefits

- **Connect ME** performs the services of the switchboard operator by routing calls using speech recognition, reducing traditional switchboard costs by up to 95%.
- **Connect ME** allows internal and external callers to contact each other easily using only one number, and without using directories, by simply speaking the name of desired party.
- **Connect ME** can be extended to be an external corporate directory.
- **Connect ME** provides an intranet-based searchable view of the company directory that can also be CTI-enabled for 'click and dial' functionality.
- **Connect ME** means you no longer need to update and distribute internal directories: staff simply speak the name of any of their work colleagues to be connected.
- **Connect ME** is always available, reducing call waiting times, improving customer satisfaction and allowing calls to be routed 24/7.

Connect ME tailored to your needs

The following options can be configured within the **Connect ME** application:

- Navigation via speech, keypad or a combination of both.
- Integration with Active Directory and integral PBX directory for automatic synchronisation so it is always up to date.
- **Connect ME** can be configured so that external callers have access to only a limited subset of the directory, but staff can have access to the entire database.
- Company business hours can be setup so that 'out of hours' special messages can be played to callers.
- **Connect ME** can work with other **ME** modules, such as **ID ME**, to further reduce call transaction times.
- Standard reports available in many formats including Web browser, PDF and Excel.
- Professional voice and music recording reflecting corporate brand identity.

A Flexible Approach

Connect ME is a key application module within our packaged office productivity suite and can be integrated seamlessly into your existing environment either as a standalone module or collectively with other **ME** application modules. These packaged solutions are available as either on-premises or hosted deployments providing reliable, flexible and scalable on demand services.

About ME

ME is a set of pre-built voice and media enabled applications designed to help organisations improve productivity, extend self-service and empower their workforce.

ME utilises CTI, IVR and SMS to deliver twelve standard applications, ranging from **Pay ME**, which takes secure card payments from customers, to **Schedule ME**, which enables organisations to automate appointment requests.

Each application can be deployed individually to address a specific issue, or applications can be combined to address even the most complex of requirements.

Further information:

If you would like further information on the **Connect ME** solution or any other of the **ME** applications please:

Call us: **+44 (0)800 082 6282**

Email us: info@ctilabs.com



Pay ME



Tell ME



Send ME



Alert ME



Ask ME



Q4 ME



ID ME



Remind ME



Schedule ME



Connect ME



Conference ME



Fax ME

Call us: **+44 (0)800 082 6282**

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