FONOMAIL

LEADING IP INTERACTIVE VOICE RESPONSE SOLUTIONS (IP IVR)

Fonomail ProAttendant SIP is an innovative and extensively feature rich IP vocal server compatible with most of the modern PBX models and offering multi-level automatic attendant and a whole host of vertical solutions for different sectors integrating databases and other PC based applications. The objectives are simple: to handle more incoming calls with less personnel in the most efficient and professional way possible. Where Fonomail ProAttendant SIP really makes the difference is in its ease of adaptability to all sector types and business sizes.

FONOMAIL SIP
LEADING IP IVR SOLUTIONS

Fonomail ProAttendant SIP facilitates self-services options by touchtone input (DTMF) and speech-recognition technologies (ASR) and allows customers to quickly retrieve the required information and to easily select the right department or agent. Fonomail can also be integrated as a Client-Server solution with an external database and enhanced with ASR and TTS engines. In this case the dynamic processing of the calls can be done upon the result of a query against any type of database (SQL, Excel File, etc.).

AUTOMATIC SPEECH RECOGNITION (ASR)

Provides callers with quick access to the information they require by simple **voice commands,** or to easily contact the desired agent or department.

Based on third party ASR Technology from leading market players, the ASR option also provides voice dialing and directory assistance.

CRM INTEGRATION AND DATA BASES

Allows precise **identification of the caller** or the customer, powerful call-routing, and provides personal information in real time via TTS or prerecorded messages.

Supports Open Database Connectivity (ODBC) and the most popular databases such as SQL, Oracle, IBM DB2 or Sybase, as well as Excel Connectivity.

TEXT – TO – SPEECH (TTS)

Provides self-service options **without the need to talk to an agent, as** for example checking account information, real-time order status or delivery tracking.

Based on state of the art TTS technology from top market vendors, the Text-To-Speech option of Fonomail offers multi-lingual support.

MULTI-LEVEL IVR AND AUTO ATTENDANT

Provides **24/7 multi-lingual attention** and information services based on a **programmable multi-mode calendar.**

A Graphic Applications Generator (GUI) allows to easily developing customized applications with several levels and options and different programs may be activated according to the day, date and time.

Fonomail ProAttendant SIP, Interactive Voice Response Solution...

FONOMAIL
VERTICAL IVR SOLUTIONS

Apart from its standard functions of Auto Attendant and IVR with almost unlimited levels and options, Fonomail SIP may be used to provide made to measure solutions, in many cases integrating databases and other PC based applications.

Emergencies and Critical services: automated transfer direct to the specialist "on-call" (doctor, vet, etc)

Hotels & Guest houses: Automatic wake-up calls for guests and alarms (for no answer).

Industrial: emergency calls server installed at refineries, petrochemical plants, etc.

Public Administration: enables calls to be routed automatically to the department in charge of the case.

Technical services hotline: Automatic transfer to relevant group according to customer or product reference.

On-site intervention service: Identifies customer and intervention type before sending SMS to nearest available technician.

Chainstore & Hypermarket network: Information server for opening hours, nearest center and special offers according to ZIP code.

Wide library Ready to use applications
and unlimited development possibilities

📱 **MULTI-LEVEL IVR**	⌨ **REAL TIME TEXT-TO-SPEECH**
📋 **CUSTOMER DB INTEGRATION**	🖥 **AUTOMATIC SPEECH RECOGNITION**
✓ **READY TO USE SOLUTION**	💬 **MULTI-LANGUAGE**
📈 **AFFORDABLE AND SCALABLE**	📑 **UNLIMITED DEPELOPMENT POSSIBILITIES**

Fonomail ProAttendant SIP is the latest generation of vocal servers developed by Jusan to meet the constantly increasing demands of advanced vocal-platforms, adding real value to the PBX through tangible benefits.

Improved communications flow, higher productivity, increased client satisfaction and costs reduction are tangible objectives for any modern day business and the reassurance of a professional telephone image plays a fundamental role in achieving them.

The security of a full proof telephone attention...

JUSAN is one of the global leaders in value added solutions for telephony, with 40 years' experience in the telecommunications sector, with consolidated products present in more than 30 countries and certified by top market players.

Jusan designs, sells and supports solutions for Call Centers, Call Recording, CTI, Vocal Servers and Call Billing and Traffic Analysis, through a network of partners and distributors, and closely cooperates with leading carriers and manufacturers for the certifications of interoperability between its applications and the most prestigious telephone systems in the market.

JUSAN
INNOVATIVE CLOUD TECHNOLOGY

SEE ALSO
FONOMAIL ON-CALL

Fonomail On-Call is a multi-level IVR Operator specifically designed for installations in which the final call destination changes according to the time the call is made.

Ideal for all types of emergency services where call destination changes according to who is "on-call".

- Medical and dental clinics, veterinary services.
- Critical technical support services (elevators, alarms, IT systems etc).
- Public & diplomatic services (Embassies, consulates, etc).

Calendar setup and modification via intuitive LAN based software. System log file collects details of all inbound calls and their corresponding "on-call" destinations.

Technical Specifications	
TTS Option	Through integration with third-party TTS software
ASR Option	Through integration with third-party ASR software
Codecs	Supported Codec's G.711 µ-law, G.711 A-law, G.729
PC	Pentium®4 , Intel®Core or equivalent (2GHz), RAM 4Gb. Windows operating system (Windows 7, Windows 8 or Windows Server 2008/2012)
	Enhanced scalability, from 4 to up to 120 simultaneous ports (SIP channels)