Product Catalog - 2011

Computer Instruments is an experienced developer of Self-Service IVR, CTI and Call Center and Vertical Market Applications. With an extensive product catalog of scalable solutions to choose from, Computer Instruments has off-the-shelf or custom self-service telephony solutions for a wide range of business needs.

Self-Service Platform Bundles

e-IVR Application Portal — 1400-EAP— Expandable to 384 Licenses

e-IVR Application Portal is the base engine required to run VXML IVR, CTI and Web components.
- Multi-level Auto Attendant
- Extension Manager
- Prompt Recorder

Expandable to 1 - 384 RTU Ports per server. Supported development environments are VXML 2.1, Visual Studio, C++, .Net. Proper telephone and network components and servers are assumed to be in place.

e-IVR Expanded Application Portal — 1400-XAP - Expandable to 384 Licenses

e-IVR Expanded Application Portal Bundle self-service IVR software bundle for all PBX offerings.
- Multi-level Automated Attendant
- Name Dialer (Requires ASR RTUs)
- Audio Bulletin Board
- Form Filler and Web Form Filler
- Data Locator
- CallMeBackNow!
- Web Forms and Web Locators

Expandable from 1 to 384 RTU ports per server. Supported development environments are VXML 2.1, Visual Studio, C++, .Net. Proper telephone components and servers are assumed to be in place.

e-IVR Premium Application Portal – 1400-PAP - Expandable to 384 Licenses

e-IVR Premium Application Portal Bundle is a self-service software bundle for all PBX offerings.
- Multi-level Automated Attendant
- Name Dialer (Requires ASR RTUs)
- Audio Bulletin Board
- Form Filler
- Data Locator
- Voicemail and Unified Messaging
- Estimated Wait Time, Position In Queue, Delayed Announcements
- Call-Back Messaging
- CTI (screen pop) functionality
- CallMeBackNow!
- Web Forms and Web Locators

Expandable from 1 to 384 RTU ports per server. Supported development environments are VXML 2.1, Visual Studio, C++, .Net. Proper telephone components and servers are assumed to be in place.

	e-IVR Platform Bundles*		
	e-IVR Application Portal	e-IVR Expanded	e-IVR Premium
Product Code	1400-EAP	1400-XAP	1400-PAP
Integration Options			
H.323 with H.450	X	X	X
SIP	X	X	X
T1/ E1 Line Side	X	X	X
Analog	X	X	X
Self-Service IVR Applications (ASR Enabled)**			
Auto Attendant	X	X	X
Extension Manager	X	X	X
Name Dialer (Dial-By-Name)		X	X
Audio Bulletin Board		X	X
Fax-On-Demand			X
Form Filler		X	X
Data Locator (Look-up)		X	X
Unified Messaging			
Automated Speech Recognition (ASR) Enabled***			X
Web Portal			X
Find Me - Follow Me			X
Personal Auto Attendants			X
Scheduled Menus, Operators, Notifications			X
Fax Messaging			X
IP Web Phone Display Integration			X
Agent Queue Messaging			
Call-Back Messaging			X
Estimated Wait Time			X
Delayed Announcements		X	X
Position In Queue			X
Call Recording			
Agent Record-A-Call			X
CTI Integration (Screen Pop)			
TAPI Compliant		X	X
TSAPI Compliant			X
ACE Compliant			X
Web Applications			
VXML (b) 2.1 Compliant Browser		X	X
CallMeBackNow! - Web Call		X	X
FaxMeBackNow! - Web Fax		X	X
Web Forms - Survey		X	X
Web Locators - Data Look-up		X	X
General			
Self-Service Development Platform	X	X	X
Recording Studio (Voice Administration)	X	X	X
Channel Monitor	X	X	X
Reporting	X	X	X
Development Standard Options			
VXML 2.1	X	X	X
Visual Basic	X	X	X
Visual C++	X	X	X
Visual .Net	X	X	X
Proxy Services			
MRCP v1 & v2	X	X	X
SAPI 5	X	X	X
Scalability			
1-384 Licenses Per Server	X	X	X
1-150 Channels for VXML	X	X	X
* Assumes appropriate PBX configuration in place			
** Expanded name lists available			
*** Requires ASR Licenses			

Education Market Applications

Absentee Notification K-12 Appliance - 1400-AABSN
Absentee Notification Appliance is a self service stand alone application that will place calls or send email messages to the homes of all students that are absent on a given day. Parents can visit the school's Web site or call into the system, enter their home telephone number and check to see if their children were counted absent.

Absentee Notification K-12 - 1322-ABSN
Absentee Notification Appliance is a self service stand alone application that will place calls or send email messages to the homes of all students that are absent on a given day. Parents can visit the school's Web site or call into the system, enter their home telephone number and check to see if their children were counted absent. (Requires 1400-EAP, 1400-XAP, or 1400-PAP)

Community Notification Appliance - 1400-ACNOT
Community Notification Appliance is a stand alone out bound notification application that broadcasts voice messages via telephone, sends electronic messages with attachments to email addresses. Traffic reports are included.

Community Notification - 1322-CNOT
Community Notification is an out bound notification application that broadcasts voice messages via telephone, sends electronic messages with voice attachments to email addresses, and broadcasts fax pages from a fax number database. Traffic reports are included. (Requires 1400-EAP, 1400-XAP, or 1400-PAP)

Homework Hotline K-12 Appliance - 1400-AHOME
Home Work Hotline Appliance and Web site is a self service stand alone application that allows students or parents access to teacher recorded assignment messages. A teacher only has to enter class ID and leave a simple voice recording to make the information available to an in bound caller, or by email attachment or Web browser. Teachers are able to record messages, listen to messages and /or delete messages for the class(es) they teach. The voiced recording(s) may be forwarded to a pre-defined email distribution list.

Homework Hotline K-12 - 1322-HOME
Home Work Hot-Line and Web Site allows students or parents access to teacher recorded assignment messages. A teacher only has to enter class ID and leave a simple voice recording to make the information available to an in bound caller, or by email attachment or Web browser. Teachers are able to record messages, listen to messages and /or delete messages for the class(es) they teach. The voiced recording(s) may be forwarded to a pre-defined email distribution list. (Requires 1400-EAP, 1400-XAP, or 1400-PAP)

Healthcare Market Applications

Appointment Reminder Appliance - 1400-AAPNOT
Appointment Reminder Appliance is a self service stand alone application which provides automated notification to a list of patients of upcoming appointments. The notification can include the date, the time of the appointment, along with directions to the appointment location. Notification options include out-dialing to a list of telephone numbers or emailing messages forwarded with attachments to a list of email addresses.

Appointment Reminder - 1322-APNOT
Appointment Reminder is a self service application which provides automated notification to a list of patients of upcoming appointments. The notification can include the date, the time of the appointment, along with directions to the appointment location. Notification options include out-dialing to a list of telephone numbers or emailing messages forwarded with attachments to a list of email addresses. (Requires 1400-EAP, 1400-XAP, or 1400-PAP)

Lab Results - 1322-LRES
Lab Results is a self service application which allows a patient to retrieve the results of a lab test or treatment from any touch tone telephone. The caller is prompted for a private test / lab code, which is validated against a local or Microsoft SQL ODBC compliant database. Information provided to the caller may be variable information retrieved from the lab's database. This application can be configured to route a patient to an extension for personal/private handling. (Requires 1400-EAP, 1400-XAP, or 1400-PAP)

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Prescription Refill Appliance - 1400-APREF
Prescription Refill Appliance is a self service stand alone application which allows Patients to call and, by entering a prescription refill number, request a refill and schedule a pick-up time. The caller may also check the status of a previously requested refill. Physicians can dial-in and leave a refill authorization or general message for the pharmacy staff.

Prescription Refill - 1322-PREF
Prescription Refill is a self service application which allows Patients to call and, by entering a prescription refill number, request a refill and schedule a pickup time. The caller may also check the status of a previously requested refill. Physicians can dial-in and leave a refill authorization or general business message for the pharmacy staff. (Requires 1400-EAP, 1400-XAP, or 1400-PAP)

Government Utility/Municipality Market Applications

Court Inquiry - 1322-CORT
Court Inquiry is a self service application that allows citizens to call for date and time of a court appearance. The caller inputs the citation ticket number and the application will retrieve case number, appearance location, time, date, payments due, as well as any other information pertaining to the case. Additional software can be added to allow payments to be made over the Internet or by telephone. (Requires 1400-EAP, 1400-XAP, or 1400-PAP)

Meter Re-Read Request - 1322-METR
Utility Meter Re-Read is a self service application that allows a Utility Customer to request a Meter to be Re-Read. (Requires 1400-EAP, 1400-XAP, or 1400-PAP)

Ticket Citation Inquiry - 1322-TICK
Ticket Citation is a self service application that significantly reduces operating expenses and offers a faster, more efficient way of serving court contacts. Violators can quickly and easily check a ticket amount, due date, and court dates. Additional software can be added to allow payments to be made over the Internet or by telephone. (Requires 1400-EAP, 1400-XAP, or 1400-PAP)

Utility Billing Inquiry - 1322-UTIL
Utility Inquiry is a self service application that provides utility customers with the ability to call and check on account status. Additional software can be added to allow for payments to be made over the Internet or by telephone. This self service application significantly reduces operating expenses and offers a faster, more efficient way of serving citizen contacts. (Requires 1400-EAP, 1400-XAP, or 1400-PAP)

Warrant Out-Dial - 1322-WARN
Warrant Out-Dial is an automated out-dial application that notifies citation holders of an impending arrest warrant to be issued, unless there is a disposition of their citation. Verification of the citation holder is made and the upcoming warrant issue date is relayed. Additional software can be added to allow for payments to be made over the Internet or by telephone. (Requires 1400-EAP, 1400-XAP, or 1400-PAP)

General Business Market Applications

Call-Back Messaging Appliance - 1400-ACBM
Call Back Messaging Appliance allows a caller in queue to opt for a call back by an agent at a later time. Agents who receive the "call-back message" in queue are played the message and given the option to return or cancel the call back.

Call-Back Messaging - 1322-CBMD
Call-Back Messaging is a CRM solution that allows a caller in queue to opt for a call back by an agent. Agents who receive a 'Call Back Message' are played the announcement that the caller may have left, and then allowed to place the outbound call or cancel the call back. (Requires 1400-EAP, 1400-XAP, or 1400-PAP

Collections - 1400-COLL
Collections is an outbound calling application that provides a method to deliver past due messages to a defines group. Once caller has been identified several options maybe presented. Additional software can be added to allow for payments to be made over the Internet or by telephone. (Requires 1400-XAP or 1400-PAP)

Longitude Latitude Locator Appliance Data Lookup - 1400-ALLOC
Longitude / Latitude Data Locator Appliance is a self service stand alone application which can look up and speak information from a local / remote database based on caller's ZIP CODE or CANADIAN POSTAL CODE input. Built-in tools can connect the Longitude / Latitude Data Locator to any Microsoft ODBC compliant database (Longitude / Latitude database supplied by customer). Once a telephone data locator has been configured, a Web Data Locator html component, with simple MapQuest integration, is automatically available to be placed on a Web page.

Longitude & Latitude Locator - 1322-LLOC
Longitude / Latitude Data Locator is a self service application which can look up and speak information from a local / remote database based on caller's ZIP CODE or CANADIAN POSTAL CODE input. Microsoft SQL ODBC tools can connect the Longitude / Latitude Data Locator to any Microsoft ODBC compliant database (Longitude / Latitude database supplied by customer). Once a telephone data locator has been configured, a Web Data Locator html component, with simple MAPQUEST integration, is automatically available to be placed on a Web page. (Requires 1400-EAP, 1400-XAP, or 1400-PAP)

Survey Form Filler Appliance (General Business) - 1400-AFORM
Although the most common use of the Form Filler is probably the "survey" (for customer satisfaction, polling, marketing demographics, etc.), this application can be utilized in a variety of ways, stand-alone or in conjunction with other e-IVR™ applications. Form Filler could be used as a self-service virtual application form (for employment, credit, insurance, licensing, etc.), self-service registration, or even a simplified means of automated "order-entry".

Survey Form Filler - 1322-FORM
Form Filler for Voice and Touch Tone application surveys. The user can create simple voice surveys that callers can complete using both voice and touch tone answers. The collected information can later be transcribed for analysis using a telephone or multi-media computer with speakers, monitor and keyboard. Once a telephone form filler questionnaire has been configured, a Web Form Filler html component is automatically available to be placed on a Web page. (Requires 1400-EAP, 1400-XAP, or 1400-PAP)

Salesforce Integration –1400-SLFC
Provides Click-To-Dial capabilities, ANI based Screen Pops and Automated call logging for Salesforce.com customers who are utilizing TAPI based telephone systems such as those from Avaya. The eCI Salesforce.com Connector "bridges the gap" between the soft-phone capabilities in Salesforce with your desk phone to provide you with enhanced functionality. (Requires 1322-CTITD)

Voice Enabled Name Dialer Appliance - 1400-ANAME
Voice Enabled Name Dialer Appliance e-IVR ASR Name Dialer and Voice Enabled Menus incorporates a Speech Recognition User Directory that makes reaching an extension as easy as saying it. Callers can be connected, without touchtone input, to a person or department (Sales, Customer Service, Accounting, etc.) by simply speaking the name (Requires ASR Language RTU's). The system can be configured such that a caller can specify their destination using a person's first name, last name, both first and last name, or department name if desired.

Contact Center Applications

Administrative Record-A-Call - 1322-RCADD
Enterprise Administrative Record-A-Call allows Agent's calls to be recorded immediately, or by pre-established dates, times, or random call ratios. The recorded call may easily be retrieved through a Web browser interface by selecting the Agent (extension) and the date and time the call was recorded. The selected recording will begin playing over the desktop multi-media speakers. The recording may be archived to DVD/CD or forwarded as an e-mail attachment. Proper telephone components are assumed to be in place. (Requires 1400-EAP, 1400-XAP, or 1400-PAP)

Agent Record-A-Call - 1322-RECDF

Enterprise Agent Record-A-Call allows an agent to press an e-IVR™ Record-A-Call icon on their desktop to begin immediate recording of the present call. The recorded call may easily be retrieved through a Web browser interface by selecting the extension and the date and time the call was recorded. The selected recording will begin playing over the desktop multi-media speakers. The recording may be archived to DVD/CD or forwarded as an e-mail attachment. Proper telephone components are assumed to be in place. (Requires 1400-EAP, 1400-XAP, or 1400-PAP)

Agent/Quality Assurance Survey Appliance - 1400-ASURV

Agent Survey Form Filler Appliance maintains a comprehensive evaluation of the effectiveness of your Agents based on your most valuable source; Your customer. Three question types - numeric, voice, multiple chose. Jump technology allows questions to be dynamically ordered based upon previous question response. Several transcription methods via Email, Telephone or Web. Unlimited surveys can be created and are easy to configure and maintain using a Wizard base GUI. Survey questions and corresponding responses may be exported to csv file or each survey when completed emailed to a specified address. Option available to capture ANI, DNIS and Agent ID when CTI resources available.

Agent/Quality Assurance Survey – 1322-SURV

Maintain a comprehensive evaluation of the effectiveness of your Agents based on your most valuable source; Your customer. Three question types - numeric, voice, multiple chose. Jump technology allows questions to be dynamically ordered based upon previous question response. Several transcription methods via Email, Telephone or Web. Unlimited surveys can be created and are easy to configure and maintain using a Wizard base GUI. Survey questions and corresponding responses may be exported to csv file or each survey when completed emailed to a specified address. Option available to capture ANI, DNIS and Agent ID when CTI resources available. (Requires 1400-EAP, 1400-XAP, or 1400-PAP)

Call-Back Messaging Appliance - 1400-ACBM

Call Back Messaging Appliance allows a caller in queue to opt for a call back by an agent at a later time. Agents who receive the "call-back message" in queue are played the message and given the option to return or cancel the call back

Call-Back Messaging - 1322-CBMD

Call-Back Messaging is a CRM solution that allows a caller in queue to opt for a call back by an agent at a later time. Agents who receive a 'Call Back Message' are played the announcement that the caller may have left, and then allowed to place the outbound call or cancel the call back. (Requires 1400-EAP, 1400-XAP, or 1400-PAP)

Enterprise CTI Screen Pop - 1322-CTIDF

Enterprise CTI Screen Pop allows an agent to automatically receive a caller's contact information as the call arrives to a soft phone or end point by launching a desktop screen pop. e-IVR™ supplies this information to the agent by referencing Automatic Number Identification (ANI) or caller supplied information (DNIS) via a CTI protocol. Enterprise CTI includes the integration with Microsoft Outlook®, ACT!®, and Goldmine®. (Requires 1400-EAP, 1400-XAP, or 1400-PAP)

Estimated Wait Time - 1322-EWTP

Estimated Wait Time and Position In Queue announcements. (Requires 1400-EAP, 1400-XAP, or 1400-PAP)

SMB Contact Center Applications

SMB Agent Record-A-Call, Supervisor Record-A-Call Suite - 1322-RECOF

Small Mid-Market (SMBS) Agent And Supervisor Record-A-Call allows an Agent to press an e-IVR™ Record-A-Call icon on their desktop to begin immediate recording of the present call. Supervisor Record-A-Call allows the Administrator to initiate the recordings of extensions or agents. The recorded call may easily be retrieved through a Web browser interface by selecting the extension and the date and time the call was recorded. The selected recording will begin playing over the desktop multi-media speakers. The recording may be archived to DVD/CD or forwarded as an e-mail attachment. Proper telephone components are assumed to be in place. (Requires 1400-EAP, 1400-XAP, or 1400-PAP)

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SMB CTI Screen Pop - 1322-CTITD

Small Mid-Market (SMBS) CTI Screen Pop allows an agent to automatically receive a caller's contact information as the call arrives to a soft phone or end point by launching a desktop screen pop. e-IVR™ supplies this information to the agent by referencing Automatic Number Identification (ANI) or caller supplied information (DNIS) via a CTI protocol. SMBS CTI includes the integration with Microsoft Outlook®, ACT!®, and Goldmine®. Proper PBX components are assumed to be in place.

IP Phone Applications

IP Phone Pager — Web Phone Broadcast Page — 1400-IPPAGE

Allows internal paging communication by voice or text messaging via your IP Phone. Any authorized extension can initiate a voice or text message to be delivered internally to an individual or a designated group of recipients. A voice message can be recorded impromptu, generated from text-to-speech, or even pulled from a previously recorded Audio Text library. A text message can be displayed (on the IP Phone screen) alone or accompanying a voice page. If the message is of an emergency nature, it can be sent in "barge-in" mode, interrupting any off-hook conversation by temporarily putting the recipients call on hold. (Recommend 1500 end points per server, Each server requires separate 1400-IPPAGE license, Maximum 15 server limit)

IP Phone Pager Seats — 1400-IPPRTU

One license required for each IP phone station. (Requires 1400-IPPAGE)

IP Phone Pager Schedule Page – 1400-IPPSCHD

Allows voice, text or both to be pushed to an extension or group of extensions based upon time of day, day of the week or month. Schedule pages out seven years. (Requires 1400- IPPAGE and 1400-IPPRTU)

Dialer Applications

Additional Monitored Queues — 1400-PDMQ

Additional Monitored Queues (2 Queues, Requires 1400-PD)

Agent Click-To-Dial — 1400-PDCTD

Agent Click-To-Dial (Web) provides a simplified web-based preview dialer interface for manually triggering out-calls to a list of contacts through a central PBX. Imported contact lists can be single or multi-number and contact information can be presented on the agent interface screen. Agents reported call dispositions are included in campaign reporting. (Requires 1400-PD)

Agent Out-Bound Screen Pop — 1400-PDCTI

Agent Out-Bound Screen Pop (Web Campaign Display, Result Triggers, Connectors FF, DL, Txt, Requires 1400-PD)

Agent Desktop Wallboard — 1400-PDWB

Agent Wallboard Seat. Provides Web based snapshot monitoring of Power Dialer out-calling campaign queues. (Requires 1400-PDCTI)

Answering Machine Detection — 1400-PDAMD

Answering Machine Detect provides the capability to direct call recipients down alternate IVR paths depending on the detection results. The detection methods of determining a 'human' or 'machine' answer are not exact due to a variety of environmental factors. (Requires 1400-PD)

Community Notification - 1322-CNOT

Community Notification is an out bound notification application that broadcasts voice messages via telephone, sends electronic messages with voice attachments to email addresses, and broadcasts fax pages from a fax number database. Traffic reports are included. (Requires 1400-EAP, 1400-XAP, or 1400-PAP)

Extended Monitored Agent Seat — 1400-PDMA

Extended Monitored Agent Seat for Power Dialer Advanced. Provides additional CTI monitored Agent endpoint for Power Dialer advanced out-calling campaigns. (Requires 1400-PDA)

List Dialer - 1400-LNOT
List Dialer is an outbound notification application that rapidly broadcasts voice messages. (Requires 1400-EAP, 1400-XAP, or 1400-PAP)

Message Drop - 1400-PDMD
Allows Message to be dropped onto a recording device therefore letting the Agent continue with calling campaign. (Requires 1400-PD or 1400-PDCTD)

Power Dialer Standard — 1400-PD
Power Dialer Standard provides automated, campaign based, out-calling to a list of contacts. Successful calls are transferred to a call center agent queue which is monitored via CTI to throttle the out-calling. (Queue Throttle (x2), Admin Wallboard, Traffic Report)

Power Dialer Advanced — 1400-PDA
Power Dialer Advanced provides additional automated, campaign based, out-calling to a list of contacts. Successful calls are transferred to a call center agent queue. Power Dialer Advanced includes additional CTI Agent monitoring to throttle the out-calling. (Agent Throttle (+2), 10 Agents, Requires 1400-PD)

Messaging and Voicemail

Voicemail and Unified Messaging Appliance - 1400-AMSG
A complete voicemail and unified messaging stand alone platform. Features include IP phone integration, speech enabled menus, find-me / follow-me, multiple personal auto attendants, administration by personal Web GUI, out-call message notification, distribution lists, and more.

Voicemail / Unified Messaging — 1322-UMSG
A complete voicemail and unified messaging platform. Features include IP phone integration, speech enabled menus, find-me / follow-me, multiple personal auto attendants, administration by personal Web GUI, out-call message notification, distribution lists, and more. (Requires 1400-EAP, 1400-XAP, or 1400-PAP)

Homeland Security

Campus Notification Service Appliance - 1400-ACNS
The e-IVR Campus Notification appliance is a stand alone application that facilitates urgent announcements to security, administration, faculty, students…whoever has the "need to know". This application delivers messages by land-line phone, cell, email, PDA and a network screen-pop.

Campus Notification - 1322-CNS
The e-IVR Campus Notification application facilitates urgent announcements to security, administration, faculty, students…whoever has the "need to know". This application delivers messages by land-line phone, cell, email, PDA and a network screen-pop. (Requires 1400-EAP, 1400-XAP, or 1400-PAP)

e-911 Dial Alert - 1322-E911
e-911 Dial Alert (Screen Pop Announcement) is an emergency notification telephony monitoring system that allows you to broadcast an alert that 911 (or any specified number) has been dialed, and from which extension the call was made. A desktop alert will appear on all workstations and/or IP phones that have been designated to receive the warning. Those with a "need to know" status (security, management, medical staff, etc.) will immediately be advised of the report of an emergency situation. (Requires 1400-EAP, 1400-XAP, or 1400-PAP)

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Service Options

Additional TT RTU Port – **1322-ERTU** - Right-To-Use Port License (Touch Tone)

Upgrade TT to ASR RTU Port - **1322-URTU –** Right-To-Use Port License - Upgrade TT to Voice ASR

H.323/SIP RTU Port –**1400-HRTU –** Right-To-Use Port License

VXML RTU Port –**1400-XRTU** – Right-To-Use Port License

Loquendo ASR Tier 1 License – **1400-LRTU -** Right-To-Use Port License – 1000 Words/Digits, Single Language (1-24 ports per server)

Loquendo ASR Tier 1 License – **1400-LRTU1 –** Right-To-Use Port License -1000 words/digits, single language (25+)

Loquendo ASR Tier 2 License – **1400-LRTU2** – Right-To-Use Port License – unlimited words/digits, single language

Loquendo ASR Tier 3 License – **1400-LRTU3 –** Right-To-Use Port License – unlimited words/digits, Natural language module support, single language

Nuance ASR Tier 0 License – **1400-NRTU0** – Right-To-Use Port License – digits only, single language

Nuance ASR Tier 1 License – **1400-NRTU1** – Right-To-Use Port License – 250 words/digits, single language

Nuance ASR Tier 2 License – **1400-NRTU2** – Right-To-Use Port License – 2500 words/digits, single language

Nuance ASR Tier 3 License – **1400-NRTU3** – Right-To-Use Port License – unlimited words/digits, closed grammar, single language

Nuance ASR Tier 4 License – **1400-NRTU4** – Right-To-Use Port License – unlimited words/digits, open grammar, single language

Loquendo Text-To-Speech – **1400-LTTS** – Right-To-Use Port License

Nuance Text-To-Speech – **1400-NTTS** – Right-To-Use Port License

Integration Software Load – **1322-INTG** – Integration Software Load - (Customer supplied equipment)

Training – **1322-TRAN** – Training Support Services - 6 hours on-site instruction

Installation – **1322-INST** - Installation Support Service - on-site installation

Services

Professional Services –1322-PROS - Custom Development - Professional Services - scope of work required

Configuration – 1322-CONF – Software Configuration- Professional Services

Scope of Work – 1322-SOW – Custom Development – Down payment

Equipment Configuration – 1550-EQUIP – Equipment Bundle

Equipment Maintenance – 1550-HWDR – Equipment onsite parts and labor

Equipment Maintenance - **1550-HWDR24 -** Equipment onsite parts and labor 24x7

Help Desk Incidences – 1322-INCI – Purchase 2 additional help desk incidences

Extended Warranty 8-5 –1322-08WN - Extended Software Warranty – 7am-7pm CST
Extended Software Warranty 8am-5pm M-F - software updates and patches (when available) - Hot Line Telephone Support (Incidences determined at time of purchase) - 12 Months (exceptions apply) 18% of MSRP software price. Annual fee.

Extended Warranty 24x7 – 1322-24WN - Extended Software Warranty – 24 hours / 7
Extended Software Warranty 24x7 - software updates and patches (when available) - Hot Line Telephone Support (Incidences determined at time of purchase) - 12 Months (exceptions apply) 22% of MSRP software price. Annual fee.

Voice Portal VXML Applications

General Business

eCI Data Locator - 1600-2001
Data Locator is an application that can look up and speak information from a local / remote database based on caller touchtone or optional voice recognition input. Built-in tools can connect the Data Locator to any Microsoft ODBC compliant database on we service. Once a telephone data locator has been configured, a Web Data Locator html component is automatically available to be placed on a Web page. (Requires1600-2000)

eCI Software Server Platform - 1600-2000
Administration Web GUI that allows the administrator to organize call flows and assign to a DNIS, configure language and gender of recordings, Opt out rules, manage menu options offered, organize announcements, edit prompts and phrases, establish database connectivity and integration and output all configurations to a report or exported file format. A call flow can be uniquely configured based upon DNIS. Compatible with Avaya Voice Portal and e-IVR Portal Service**.**

eCI Survey Form Filler - 1600-2002
Although the most common use of the Form Filler is probably the "survey" (for customer satisfaction, polling, marketing demographics, etc.), this application can be utilized in a variety of ways, stand-alone or in conjunction with other eCI applications. Form Filler could be used as a self-service virtual application form (for employment, credit, insurance, licensing, etc.), self-service registration, or even a simplified means of automated "order-entry". (Requires 1600-2000)

Healthcare Applications

Authentication And Verification Web GUI Module - 1600-1001
Administration Web GUI that allows the administrator to organize call flows and assign to a DNIS, configure language and gender of recordings, Opt out rules, establish caller input parameters, manage menu options offered, organize announcements, edit prompts and phrases, establish database connectivity and integration and output all configurations to a report or exported file format. A call flow can be uniquely configured based upon audience (Provider, Member or Benefit Administrator or ALL). All callers are authenticated and based upon audience separate menus, modules, information and opt out rules can be easily configured without having to restart the voice service. Compatible with Avaya Voice Portal and e-IVR Portal Service.

Eligibility Module - 1600-1010
Member or Provider can check eligibility and benefits for a member and date of service. Optional fax report can be provided with additional 1600-0200 Professional Service. (Requires 1600-1001)

Member Authorization Module - 1600-1061
A member can check the status of an authorization for a requested procedure. (Requires 1600-1001)

Member Benefit Detail Module - 1600-1030
Member may request benefit detailed information. (Requires 1600-1001)

Member Benefit Summary Module - 1600-1031
Member may request a summary of benefits for the participating group or plan. (Requires 1600-1001)

Member Claim Status Module - 1600-1020
Member may request for a specific date of service the status of a claim(s). Member will be offered all claims for a specified date of service. Claim information may be procedure description, submitted amounts, paid amounts, check number, check date as well as deductable to mention only a few items that can be announced. Optional fax report can be provided with additional 1600-0200 Professional Service. (Requires 1600-1001)

Member Handbook Manual Module - 1600-1071
Member may request a Group/Plan Member Handbook. The request will generate an email to an administrator directed address for fulfillment. (Requires 1600-1001)

Member Procedure History Module - 1600-1060
Member may request a history of procedures performed. (Requires 1600-1001)

Member Termination Letter Module - 1600-1073
Member may request the termination letter announcement from their group/plan. Optional fax report can be provided with additional 1600-0200 Professional Service. (Requires 1600-1001)

Order Member Id Card Module - 1600-1070
Member may request to have an ID card be replaced. The request will generate an email to an address for fulfillment. (Requires 1600-1001)

Provider Application Request Module – 1600-1180
Provider can request an application to participate in a plan for an individual state. If selected state is not available, Provider will be given the option to select another state. The Provider can speak their mailing address where the applications can be sent. The request may generate a record in a database or email to an address for fulfillment. (Requires 1600-1001)

Provider Benefit Detail Module - 1600-1130
Provider may select a Member's benefit information. Provider may request "in" or "out" of network benefits showing maximums and deductibles. Optional fax report can be provided with additional 1600-0200 Professional Service. (Requires 1600-1001)

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Provider Benefit Summary Module - 1600-1131

Provider may select a Member's summary benefit information. Provider may request "in" or "out" of network benefit summary. Optional fax report can be provided with additional 1600-0200 Professional Service. (Requires 1600-1001)

Provider Claim Status Module - 1600-1120

Provider may request for a specific date of service the status of a claim(s). Providers will be offered on their particular claim information for a specified Member and date of service. Claim information may be procedure description, submitted amounts, paid amounts, check number, check date as well as deductable to mention only a few items that can be announced. Optional fax report can be provided with additional 1600-0200 Professional Service. (Requires 1600-1001)

Provider Directory Module - 1600-1072

Member may request to have a Provider Director for their group/plan sent to them. The request will generate an email to an administrator for fulfillment. (Requires 1600-1001)

Provider Look-up Module - 1600-1050

Member can search for a healthcare provider within the proximity of an inputted zip code. The Member may be offered types of specialist to further narrow the provider lookup selection. (Requires 1600-1001)

Provider Procedure Authorization Module - 1600-1171

Provider may request the status of authorization on a procedure for a specific member. (Requires 1600-1001)

Provider Procedure History Module - 1600-1160

Provider may request their procedure history associated with a particular member. Provides procedure(s) performed date and description. Optional fax report can be provided with additional 1600-0200 Professional Service. (Requires 1600-1001)

Services

Configuration Services - 1600-0202

Configure and Administer Service per hour rate

Professional Services - 1600-0200

Software design and development services to modify eCI applications. Self Service Voice, Web and Database services are available on a per hour rate.

Scope Of Work - 1600-0201

Advanced scope of work for project development – Down Payment

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