



ANGEL NAME & ADDRESS CAPTURE SOLUTIONS

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Enabling callers to easily provide information over the phone enables your business to be more efficient. Whether you'd like callers to report a stolen credit card, initiate utility service, locate a business, or find a listing in the yellow pages, Angel Name and Address Capture Solutions makes data collection from your customers, patients or clients faster, easier and more convenient than ever before.

SOLUTION OVERVIEW

Angel Name and Address Capture Solutions enables your callers to search and access information easily by voice. The solution identifies complete phrases – rather than simple words or word sequences – by matching them against an inventory of possible utterances. Your callers simply speak a full address or pieces of an address in a single sentence with no need for multiple prompts, reducing call times and increasing caller satisfaction.

Easy-to-Use Intelligent Solution

Working seamlessly with Angel's intelligent IVR technology, Name and Address Capture Solutions provides a flexible and convenient way to capture caller information. The solution will recognize any address from a list of 245 million possibilities, all in a single sentence.

Full Integration

The on-demand Angel application makes it easy to add Name and Address Capture solutions to your existing IVR or call center solution. Additionally, you can integrate the solution with your CRM system, such as salesforce.com, and populate caller information directly as a lead or contact.

Fast, Reliable Results

Name and Address Capture Solutions can identify phrases in less than a second with accuracy well in excess of 99%. If any words in these phrases are not in the extensive pronouncing dictionary then pronunciations can be generated automatically. The solution even automatically accounts for variations in inputs (such as saying "Ms Jane Smith" instead of "Jane Smith").

Straight-forward Pricing

Angel speech recognition services are priced to meet your unique requirements. For more information, please speak to an Angel Account Executive by calling 888-MyAngel or sales@angel.com.

WITH ANGEL NAME & ADDRESS CAPTURE SOLUTIONS YOU WILL:

Deploy quickly and easily. Angel's web-based solution eliminates the need for hardware and software, and typical applications can be up-and-running within just a few days.

Put the caller firstSM by eliminating the need for callers to perform extra steps, creating a more pleasant call experience.

Generate immediate ROI by reducing the time spent on each call, increasing call completion rates and reducing live agent call time.

Create new revenue opportunities. Capture names and addresses of callers for future marketing campaigns; customize solutions to include relevant promotional messages during calls.

