

INBOUND IVR

In today's competitive business world, organizations large and small are continually looking for new ways to optimize costs and efficiency. From retail to government, from marketing to sales – regardless of industry or business function, all seek to address business challenges quickly, easily and cost-effectively.

Angel.com provides robust and cost-effective IVR applications that empower businesses to solve unique business problems through the power of voice technology. The flexible Angel.com application helps our customers create and manage store locators, payment or collection lines, vendor reporting applications, all customized to individual business and customer needs.

SOLUTION OVERVIEW

Angel.com Inbound Interactive Voice Response (IVR) solutions enable organizations to more efficiently and cost-effectively deliver a high quality caller experience. Angel.com's state-of-the-art speech technology ensures professional and interactive communication with your callers and facilitates self-service and quick resolution of issues. Built on the flexible and scalable Angel.com platform, your IVR application can be up-and-running immediately and is fully equipped to scale to your changing business and customer needs.

Easy-to-Use Application.

Angel.com's award-winning and innovative Site Builder toolkit is built on our on-demand platform, making it easy for any user to design, deploy and manage a true IVR application – through a true point-and-click application. By eliminating the need for code-writing experience or IT support, Angel.com enables you to focus on more strategic and higher value activities.

Personalized Call Experience.

Next-generation speech technology fosters a customer-friendly call experience, increasing customer satisfaction and ensuring issues are resolved more quickly. From intelligent call routing to complete integration with back-end databases or customer relationship management (CRM) systems, Angel.com enables you to customize each call to the individual caller.



WITH ANGEL.COM INBOUND IVR SOLUTIONS, YOU WILL:

- **Reduce upfront and ongoing costs.** The fully hosted solution requires no investment in hardware, software, upgrades or human resources, helping you realize an immediate return on investment.
- **Deploy your application in days, not weeks.** The Angel.com Site Builder toolkit enables you to build, deploy and manage a world-class IVR application quickly and easily, right from your desktop. No technical expertise required.
- **Easily respond to changing business and customer needs.** Angel.com puts the control in your hands, empowering you to update or change your application as needed and scale to meet requirements.
- **Deliver a complete IVR solution.** As a leader and innovator in delivery of hosted IVR solutions, Angel.com delivers high-availability and easy-to-use IVR solutions backed by a dedicated team that ensures platform quality 24x7x365, helping you deliver the highest quality applications, every time.

"The Angel.com team did an incredible job of quickly providing an efficient solution with very little up-front cost."

Eli Pariser, Executive Director, MoveOn PAC

Full Integration.

Angel.com's unique service-based architecture allows the application to run on various distributed platforms and be accessed across networks, enabling the solution to be deployed in any environment.

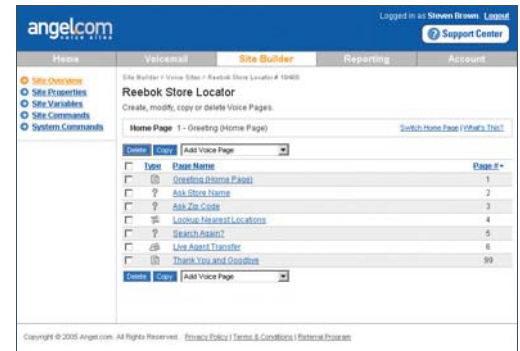
Full-Featured Solution

From voice recording to detailed reporting, Angel.com's Inbound IVR solution incorporates all the features you expect from a world-class IVR application. Angel.com uses best-of-breed technologies for every aspect of our product, insuring complete depth and breadth of functionality.

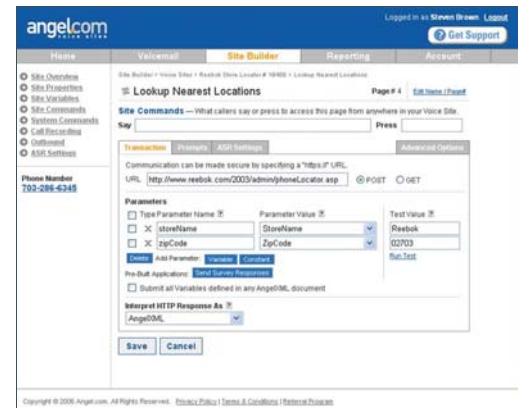
PART OF THE ANGEL.COM SOLUTIONS SUITE

Angel.com is a leading provider of on-demand call center and Interactive Voice Response (IVR) solutions. The Angel.com solution delivers value to organizations of all sizes to more productively and efficiently address business problems through the power of voice technology. As a fully hosted solution, no investment in hardware, software, or human resources is required, delivering immediate ROI and easing and simplifying deployment of voice applications that meet unique business needs. Angel.com is the only provider to offer a web-based toolkit, Site Builder, that facilitates voice menu design through a simple Internet connection and our innovative technology enables complete integration with databases or CRM tools, enhanced scalability and flexible applications. For more information, visit <http://www.angel.com>

HOW IT WORKS:



Angel.com's Site Builder toolkit makes it easy to build, deploy and manage a complete voice application – right from your desktop.



Site Builder's Transaction page enables easy integration with your data to customize the call experience.