

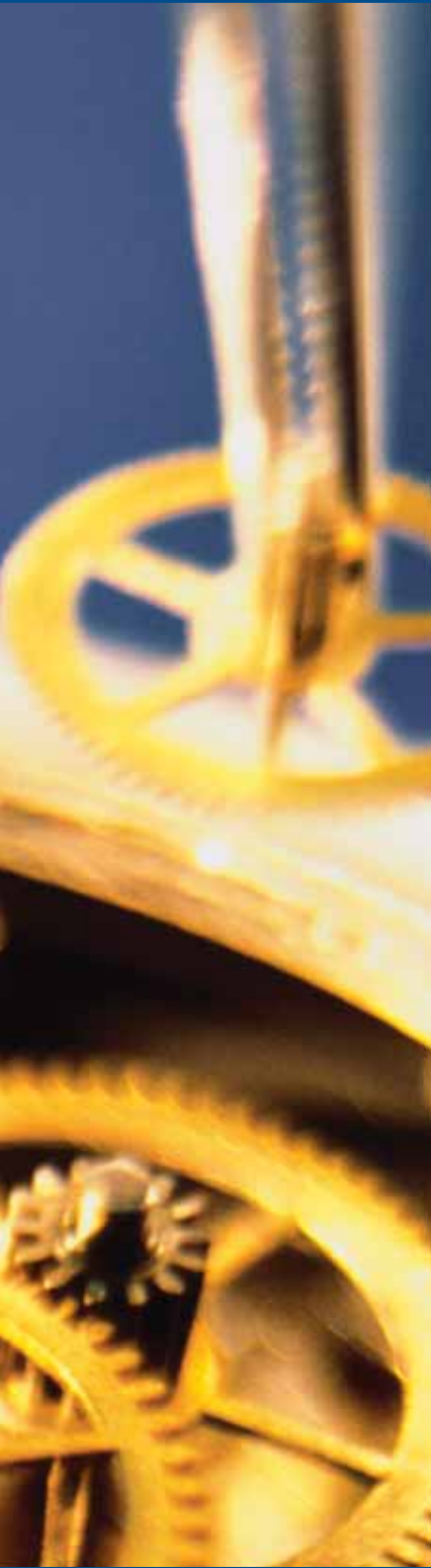
Service

A Comprehensive Service Range
Voice Services



Telenet Voice Services –

Reliable and precise like a Swiss watch



Voice services are highly complex applications which are based on a network of IT and PBX systems and software modules either in traditional telephony environments or in VoIP environments. In order to ensure the smooth interaction of these different components, Telenet integrates turnkey solutions into your corporate environment – including complete preventative support services and a personalised service package which is tailored to meet your specific requirements.

In addition to the integration of voice platform solutions into an existing system environment, Telenet also offers applications for hosting voice services. This is particularly attractive for enterprises which do not want to have to operate and maintain their voice platforms and for providers of temporary voice services.

Voice Service

Reliable and

Complete services from one source

As professional experts, we support you with all conceptual, ergonomic and technical questions concerning your voice services during their entire life cycle. We offer the following services:

Professional services

As part of our professional services, we provide competent support and development services for your voice solutions. Experienced network specialists, systems analysts and IT engineers will compile the required specifications, develop standards-based software, configure the system and integrate the solution into your existing network and system environment.

Voice application design

Based on your specifications and your customer profile, our communication experts will implement a suitable concept for professional and customer-friendly dialogues to ensure that the man-machine dialogue is successful.

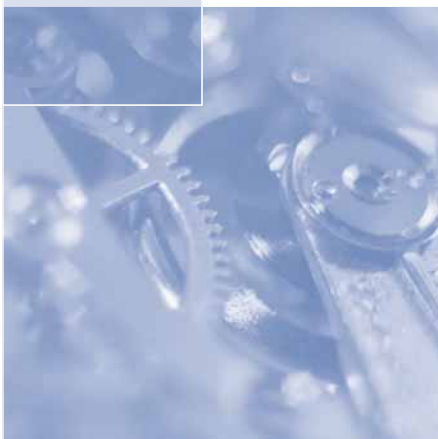
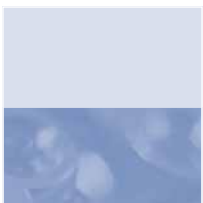
Test solutions

Our quality management specialists develop tailor-made test strategies for your personalised customer service. Automated tests ensure that all branches of your voice services are implemented correctly and that there are no bottlenecks and errors with connected peripheral equipment. During live operation, a test system will generate calls at regular intervals to test the availability and professional operation of your voice solution.

Maintenance and support

When your system is up and running, our hardware and software engineers will ensure that your voice services provide a smooth round-the-clock service. Our software maintenance strategy is based on remote diagnostics and preventative maintenance of critical hardware components so that troubleshooting assignments on site become a rare exception.

Our experience – your benefit



Telenet's success is the result of our team's extensive expertise. The members of our team have many years of experience in the development and implementation of voice services and also utilise the synergy of long-standing partnerships with leading technology providers. For more than ten years Telenet has been supplying renowned companies and state organisations with integral and ISO 9001-certified high-quality voice service solutions. The following service portfolio shows where we can provide competent support for the development and implementation of your voice services:

Professional services

- We analyse your workflows and define areas where voice self services or assisted services can improve your service range.
- We compile a customer requirement specification.
- We build the system in our laboratory, where the entire solution is subjected to thorough tests. Only the required interfaces are added on-site.
- We implement your voice services either as an **in-house solution** with software and hardware integration into your system environment or as an **outsourcing solution** with live operation based on managed services including all support services.
- We analyse the user behaviour of your customers and analyse the results for recommending implementation and tuning measures.
- We offer training for personnel working in development, service and operation to ensure an optimum system utilisation.

Your benefits:

- Integral voice solutions from one source
- Competent consultancy in every phase of your project
- Complete in-situ integration of the solution into your specific network environment via standardised interfaces and protocols
- High-quality and fast implementation of your specifications
- Turnkey solutions at a fixed price

Professional voice applications require careful design. Are you interested in Telenet's product range? Then read on.

Voice Service

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Creative ideas for your voice services

Successful voice services require professional dialogue design. Only a well-planned conception and design of dialogues can lead to customer acceptance. Logical prompts help callers in receiving the service they require and improve the accuracy of the speech recognition system. We can show you how to adapt your voice application to suit the call behaviour of your customers. In cooperation with specialists from other companies, we compiled a set of guidelines for the design of voice applications. Our service range at a glance:

Voice application design

- We conduct surveys and statistical analyses to assess your customer target groups.
- Based on this knowledge, we will design a professional voice application.
- In close cooperation with our customers, we will design a personalised voice application and organise the recordings in a tone studio with professional speakers of your choice.
- We will organise a test run of your voice application and inform you of the results.
- Using the test data, we will recommend necessary tuning measures for better customer acceptance.
- We supply graphical development tools for voice application maintenance.
- We offer Voice Application Management Systems (VAMS) for the successful management of the entire life-cycle of your voice applications (development, testing, operation, analysis).
- We provide web-based statistics and reporting tools for operational analysis.

Your benefits:

- Comprehensive consultancy for a professional voice application design
- Complete implementation of your voice applications from one source
- Support for post-development optimisation of your voice applications
- Close and regular contact with our specialists
- Development tools for your own implementation of voice applications – as an interactive listening experience

Would you like to find out more about how to test the quality of your voice applications or your entire contact center? Then read on.



Approved and reliable quality of contact centers

... from a customer's point of view

We provide automated test solutions for comprehensive quality control of your voice applications. They are based on a programmable testing system for the cyclical or parallel generation of a high number of calls. The test system imitates "real" callers navigating your voice services via DTMF tone dialling or voice input. Errors in the reaction of your voice application or other linked system components are registered by the test system and compiled in logically structured test reports. As part of our in-service tests, the system will notify Telenet with a detailed error description. Telenet offers the following test packages which are tailored to your specific requirements:



Test solutions

- We subject your entire contact center environment to comprehensive tests – in TDM, VoIP, VoiceXML and CTI environments.
- Our feature tests ensure a smooth call flow in all branches of your voice service solution.
- Load and stress tests monitor the quality of your customer service under load and test the entire configuration for potential weaknesses in peak traffic handling and bottlenecks with external system interfaces
- In-service tests monitor the availability and functionality of your voice services

Your benefits:

- High quality, thanks to comprehensive feature testing of your solution under full load – before live operation.
- Continuous monitoring of the behaviour of the system and its components without you having to call yourself
- Problems can be solved quickly, thanks to immediate alarm message of the system via text message, e-mail or call – before they affect your customers
- Comprehensive test reports with graphical analysis and graphical display of the results for documenting the current status
- Reducing the cost of regression tests for voice service enhancements, thanks to repeatable test runs

Turn the page to find out more about Telenet's maintenance and support services to ensure a smooth live operation of your system.

Voice Service

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Your solution deserves the best service

Telenet offers an extensive range of maintenance and support services to ensure the smooth operation of your voice application. Depending on the importance of your solution for the workflow in your company, we can provide you with a corresponding portfolio of services with information on availability, reaction and maintenance times. The exact details are specified in a contract which caters to your specific hardware and software requirements.

Maintenance and support

- Our full service includes the replacement of defective hardware on-site by our after-sales service team.
- Our telephone hotline support is available at all times.
- You will receive direct support by experienced system technicians.
- Efficient software maintenance and malfunction diagnosis via remote maintenance.
- The problem is solved within the agreed reaction and repair period.
- Preventative maintenance including regular replacement of parts which are subject to wear and by system monitoring increase the availability of your voice service solution.
- The regular supply of updates ensures that your software is up-to-date at all times.

Your benefits:

- Switching to live operation without risk
- Fast support by competent technicians in case of system errors
- Choice between different service categories with a guaranteed service range and short reaction times
- Complete, free-of-charge on-site support
- Freight management of spare part supply by Telenet
- Preferred treatment of hotline requests and service cases

Want to know more about Telenet's voice solutions and range of services? Do not hesitate to contact us. Please turn the page for our contact details.



Sprecise like a Swiss watch


telenet
competence in voice services



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