



# Remark! Voice Server

## Custom IVR Applications for Lotus Notes

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The Remark!® Voice Server is a robust hosting platform for a wide range of IVR applications for Lotus Notes. The combination of Lotus Phone Notes and Big Sky's Remark! Voice Server enables the development of telephony applications that extend the power of Notes beyond the desktop and into the hands of anyone with a touch-tone telephone. Following are examples of custom Phone Notes applications that have been developed to run on Big Sky's Remark! Voice Server.

### Information Hotline

An Information Hotline provides employees, as well as their families, information on benefits (eligibility dates, phone numbers, identification numbers, etc.), company policies, holiday schedules, upcoming company events, etc. To get additional information, a caller simply selects a topic from the main menu. The caller then listens to a prerecorded message on the selected topic. At the end of the recording, the caller is given an option to have additional information sent to him through Notes mail, fax, or postal mail. The caller can return to the main menu to listen to other topics or exit the application.

#### *Benefits*

- Employees, as well as their family members, have access to pertinent company information
- Company information is available 24 hours a day, seven days a week
- Human Resources can post new messages and update old messages on a daily basis so callers receive the most up-to-date information
- Routine information calls are handled automatically, freeing HR personnel for other tasks

### Time Collection

A time collection application enables employees to phone in their work, vacation, sick, and holiday hours. First, employees are prompted to use the touch-tone keypad on their telephone to enter their payroll identification number and password or PIN number. Next, they are required to enter the start date of their time reporting period. The application checks to see if hours have been reported beginning on the specified date.

Employees are prompted to enter their hours and an account number to credit those hours. The hours and account numbers entered are read back to the employee. If any entry is incorrect, the correction must be made before continuing in the application. All future changes can only be made with a particular department manager's approval. Next, the application asks if the employee has finished, or if he has more hours to report for the week. Employees are required to enter at least 40 hours for each work week. Once they are finished entering their hours, the application will verify that there are at least 40 hours reported for the week.

Employees can call into this same application to inquire about available vacation hours. Each time a reporting call is made by an employee, an entry is created in the target database with the hours and account number. If vacation hours are reported, they are deducted from the accrued vacation

total. When an employee calls in to get his vacation balance, the latest calculated balance will be read to him.

#### **Benefits**

- Allows remote employees to submit their hours in a timely manner from any phone
- Employees obtain an accurate report on available vacation hours
- Managers use Notes to review and approve time sheets before forwarding them to payroll

## **Employee Suggestion Hotline**

An Employee Suggestion Hotline enables employees to phone in suggestions on a selection of topics. First, an employee chooses from a list of topics, such as benefits, company policies, general, etc. Next, the employee is prompted to record his suggestion or comments. The employee is given an option to enter his phone number to identify himself, or remain anonymous. An identification number is assigned to each call into the hotline. This number is read back to the employee using text-to-speech conversion. After a response is left by a Human Resources representative, employees may call into the application, enter their identification number and hear the recorded response.

A Human Resources representative can review the suggestions by opening the target database from his desktop or by phoning into the application. After listening to the suggestions, the Human Resources representative can leave a voice response which will be captured in the same Notes document as the original suggestion. The Human Resources representative can also categorize each request: 1) suggestion implemented, 2) suggestion not implemented or 3) possible future implementation.

#### **Benefits**

- All suggestions and responses are collected in one Notes document
- Allows the Human Resources team to discuss each topic using Notes and be in agreement with their responses to employees

## **Candidate Screening**

A candidate screening application enables a company to screen potential candidates who are looking for employment. A caller is referenced via an advertisement to dial an 800 number to receive additional information and apply for the position. Callers are prompted to enter the job reference number. Based on the position selected, the application will play back a prerecorded message with the job title and short description of the requirements and responsibilities of the position. Callers are then run through a set of screening questions based upon the particular job they are inquiring about. The callers responses are placed in an application form which can then be reviewed by the appropriate hiring manager.

#### **Benefits**

- Hiring managers have quicker access to qualified candidates.
- Hiring managers can review the candidates qualifications in their own words instead of just on paper.

- Eliminates the need for the Human Resources team to perform call screening and allows them to effectively handle larger quantities of qualified candidates.

## Help Desk

This application can be used as an external or internal support line to allow callers to leave a request message for either a CIS group or a technical support team. A caller is prompted to use the touch-tone keypad on his telephone to enter his phone number and select a priority level ("1" for high, "2" for medium, or "3" for low). The caller can then record a voice message explaining his problem or request. The application plays back the identification number assigned to the call. Customers can call back at any time to check on the status of their request by entering this identification number. If a voice response has been left, the message will be played to the caller. If no response exists, the caller is asked to try back later.

As soon as the request is made, a customer support representative is contacted on his pager. The pager displays the identification number, so the representative can call into the application, enter the ID number and listen to the customer's request. The representative's response is then recorded and saved into the same Notes document with the original request from the caller.

### *Benefits*

- The original request and response are captured in one Notes document
- Customers can leave detailed voice messages that will never be lost (like voice mail messages that must be deleted after a set amount of days)
- 7/24 support
- With a status number, customers can call back at their convenience to get the answers to their questions
- Callers and help desk administrators do not have to be in front of a Notes desktop to get work accomplished
- Support representatives are instantly notified of calls and can respond with a voice message, reducing the occurrence of phone tag

## Event Registration

This application allows callers to register for events over the telephone. A caller will select which date they would like to attend the event and the number of tickets they would like to purchase. The application checks to see if tickets are still available. If the event is full, the caller can request to sign up for another date or exit the application. Callers identify themselves by entering their name, phone number and address. Tickets can then be mailed or picked up at the event gate. A confirmation statement can be mailed or faxed. In addition, the application can be used for company event registration. Employees would identify themselves by entering their employee ID number. The application would allow the caller to select a date to attend the event and the number of tickets as well as a meal preference.

### *Benefits*

- Saves event administrators time and money
- Callers are notified immediately if the event is available or full

## Class Registration

This application allows students to register for classes over the telephone. Callers identify themselves by entering their social security number or student ID number. If this identification number is not already on record, the student will be prompted to record contact information in order to create a new file in a Notes database.

A caller is given an option to have a catalog faxed to him or use the touch-tone keypad on the telephone to enter a class number from the catalog. The application checks to see if the class is still available or if it has already been filled. If the class is still open, the student will be registered for the class. The student is notified that a confirmation will be mailed or faxed to him. If the class is full, the student can request to sign up for another class or exit the application.

### **Benefits**

- Reduces paperwork by giving students the option to call in their registration
- Students are notified immediately if the class is available or full
- Saves course administrators time and money

## Collateral Fax Back

This application allows callers to identify a document, or multiple documents, and have these documents faxed to their location. A caller is given an option to have a catalog faxed to him or use the touch-tone keypad on the telephone to enter a document number from the catalog. After a selection is made, the caller can have additional documents faxed to him. When the caller has completed his request, he is prompted to enter his fax number using the touch-tone keypad on the telephone.

The caller is then prompted to record contact information so he can receive updated information when new releases or updates on products are available. Once the caller inputs his telephone number by using the telephone keypad, the application can use the phone number to route the lead to the appropriate sales representative.

In addition to receiving information from a catalog, callers are also able to request a quote. Notes processes a caller's request, reads back the caller's information through text-to-speech, and faxes a copy of the quote to the caller for confirmation.

### **Benefits**

- Automatically faxes information to callers using the Notes fax gateway
- Lead information is collected in a Notes database and forwarded to the appropriate sales representative
- Documents are "published" as Notes documents with no additional processing required to put them on line