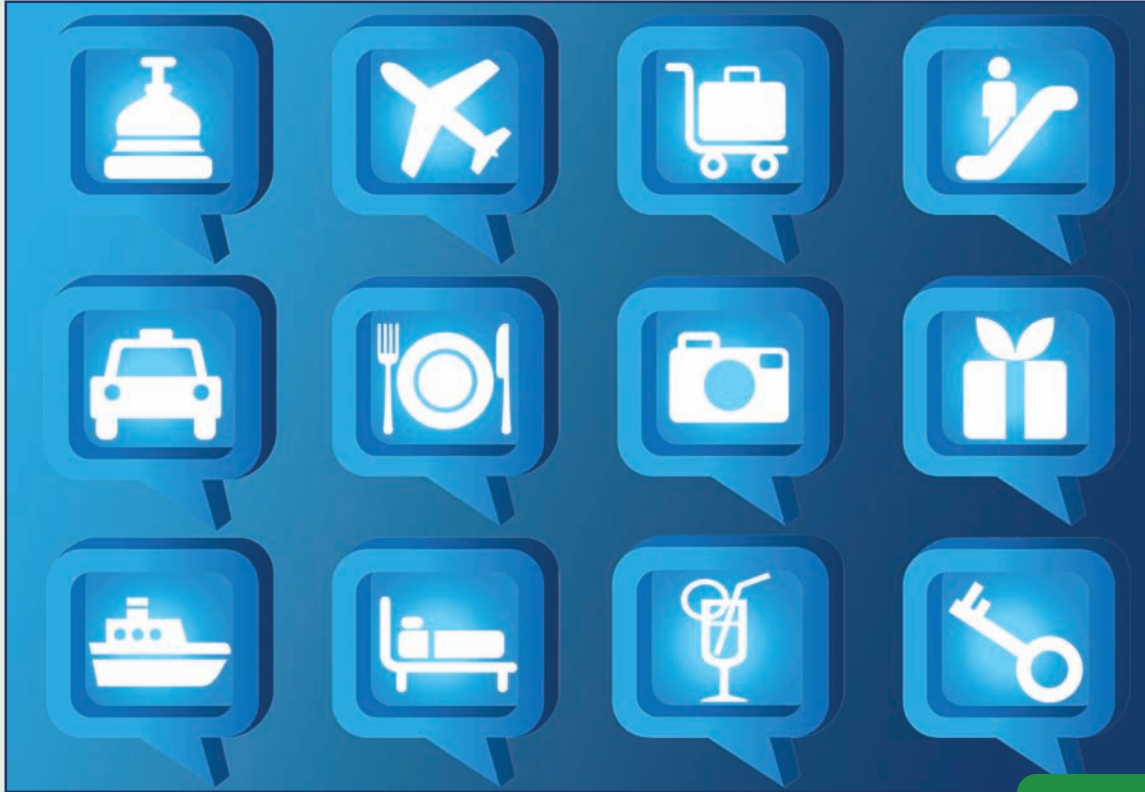


# Hello

TELCO

Generate more  
Business



What is Hello Telco?

What services does Hello Telco provide?

What problems does Hello Telco solve?

How will Hello Telco benefit my company?

What are the key features of Hello Telco?

Hello Telco vs. Live Agent

Simply  
**Speak!**

## What is Hello Telco?

Hello Telco is a speech-enabled voice portal which allows callers to conveniently access a central port and retrieve important information, at any time and from anywhere. Hello Telco provides your customers with access to any type of information you choose, including news, stock quotes, music, sports and getaways, just to name a few.

## What services does Hello Telco provide?

- Hello Telco provides customers with instant voice access to any information of their choice, 24 hours a day, 7 days a week, all without the need to use traditional IVR systems or complicated touch-tone menus.
- Callers simply conduct their search by speaking their requests into the handset.
- Hello Telco recognises a caller's voice, natural language, local accent and dialect and eliminates the need to push any keys using Speech Recognition Technology.
- Hello Telco provides information and entertainment services using a natural, human-like caller interface.
- Hello Telco can be tailored to fit your market information preferences by determining your callers' current market interests and trends.

## What problems does Hello Telco solve?

Hello Telco eliminates the need for customers to navigate through countless, touchtone menus or wait in line to speak to a live agent. The cost-effective Hello Telco technology will enable your company to save a considerable amount of money, as it costs about one-tenth of what a live agent would cost. Customers receive a faster and more reliable service with Hello Telco than agent-based directories and traditional IVR systems.



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## How will Hello Telco benefit my company?

- Higher revenue is generated in a shorter period of time.
- Customer satisfaction is increased by reducing the time spent on hold and by providing an effective way of communicating.
- A wide variety of information requests and services can be handled by Hello Telco.
- Expenses are reduced by shortening call durations and eliminating the need for live agents.
- Customer loyalty and satisfaction are increased and call recurrence and frequent usage are guaranteed.
- The number of abandoned calls is reduced.
- Hello Telco will help position your company as a leader in emerging technologies.
- Cross-selling opportunities are realised using Hello Telco.

## What are the key features of Hello Telco?

- Customers are provided with an effective way of communicating using an interaction that simulates natural human conversation.
- Hello Telco is adapted to suit multiple languages, accents and dialects, thereby pleasing both Arabic and English speaking callers.
- Hello Telco is built on a proven and flexible platform that delivers seamless performance and superior reliability. It is also capable of supporting any number of users and callers at any given time.
- Customers have access to round-the-clock, extensive, automated databases.
- A superior performance is delivered, even in noisy, wireless and hands-free environments.
- Hello Telco provides information read-backs to callers using clear and natural audio prompts.
- Hello Telco is extremely reliable and is able to support any number of callers at a given time, making it an ideal choice for telecom companies.
- Universal commands are available at all times, which allow customers to ask for help, repeat any prompts and request an operator's assistance.
- Some of the information and entertainment services you may provide your customers will include stock quotes, news, flight reservations, music, nearest hotels, weather updates, traffic updates, movies, calendars of events, and much more.

