



Situation

Digihome Solution's (<http://www.digihome.co.in>) home automation system allows the users to control their home appliances and other features through various interfaces like Web, SMS, phone call or a UI console. An intelligent IVR Solution was required which would allow users to access home automation features through their phone and also provide digital answering machine to record voicemails so that no call remains un-answered.

Expected Feature Set

- IVR solution handling multiple calls for controlling home appliances and security zones through a telephone.
- A solution which will provide voicemail functionality with multiple mailboxes.
- Automated solution for paying bills, booking a tennis court or a table in a restaurant from your telephone.
- Configurable IVR system which could be customized depending on the digital home features which the customer has opted.
- Multilingual IVR system to address customers from different nations and continents.

Solution

Configuration utility having an easy to use GUI was provided to the end user so that customer could design the IVR tree according to his requirements

The solution could be deployed with multilingual or single language support. Thus user could choose his preferred language to traverse through the IVR menus. A new language could easily be added by the end user using the configuration utility.



AFTEKs Value-Add

① Intelligent IVR

Aftek's IVR solution can change position of various menus dynamically depending on usage patterns of a particular user – a feature which turns out to be very useful for saving time and cost.

② In-built Grammar engine

IVR solution makes use of in-built grammar engine so that system integrator can configure the grammar of voice prompts which are being played. System integrator can trim the sentence to reduce call time or can make it long enough to make it as descriptive as possible.

③ One Solution for all requirements

The configuration utility provided for the solution makes it so generic that same solution can address completely different requirements like operating home appliances, booking tennis courts or complaints to customer desk.

Technology

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