

# Complete service delivery environment built on a Services Oriented Architecture (SOA)



## Game Changer: Open Standards Delivery in an SOA Hosted Environment

Contact Solutions' SOA service delivery environment helps customers avoid the traditional limitations of VoiceXML applications, improving your time to market and quality of service:

Plus:

- No added or hidden costs
- Builds on your legacy system
- Utilizes VoiceXML, Speech and CCXML technology

It's part of our commitment to Continuous Improvement for our customers.

## Overview

Our service delivery environment is built on a Services Oriented Architecture (SOA) that gives your contact center complete flexibility to integrate systems with the highest levels of Quality of Service and lowest possible integration costs.

Our SOA hosted environment helps you avoid the traditional limitations of VoiceXML applications, reduce time to market and improve quality of service. All with no added or hidden costs. All our services are delivered in this environment:

- Inbound/Outbound voice portal
- Robust, fault tolerant systems integration
- Web portal
- Multi-channel message delivery - email, SMS, fax
- Reporting
- Monitoring

Because we built these capabilities in an SOA, we can reduce your time to market and provide access to industry-leading technology such as VoiceXML, Speech and CCXML.

## Integrate all your contact centers easily

Our open standards architecture places all the components of the Contact Portal outside of the script, so all that is needed to convert from a legacy IVR is to rebuild the script. Most Contact Portals are built from scratch because the systems, infrastructures and language scripting are proprietary.

Our advanced technology allows us to write in one common language so your different systems can all talk to each other. Our open standards environment gives you the option to build on your legacy system, so you can transition to the very latest version of VoiceXML and integrate with SMS or email. You experience no loss in quality of service, are held to the highest SLAs, and there's nothing to convert.

When you host your Contact Portal with Contact Solutions, we take care of the technology for you. We'll get you to the latest version of VoiceXML to enable a multichannel strategy into your business model without adding cost or resources, and without risk to your new or existing infrastructures.

## VoiceXML

VoiceXML is the standard XML format for specifying interactive voice dialogues between a human and a computer. VoiceXML brings the advantages of Web-based development and content delivery to interactive voice response applications.

## About Contact Solutions

Contact Solutions delivers on-demand contact automation services. The company's core business is to ensure its clients' self-service automation rates continue to increase well after the initial deployment. With its game-changing Continuous Improvement Practice and world-class hosting facilities, Contact Solutions is incentivized to continually find new contact center savings for their clients. By continuously identifying, implementing, and monitoring new contact automation opportunities, Contact Solutions consistently raises the bar on customer savings by reducing live-agent costs and stepping up the end-user experience.