

inphonite Voice

The Complete Outbound Messaging Solution

How can you deliver personalized information to your customers in a timely, cost effective manner? Businesses of all sizes want the same productivity tools as the enterprise, but at an affordable price. With InphoniteVoice, your customers receive customized, automated messages while you save time and money.

Interactive Voice Response (IVR)

More than just an autodialer, InphoniteVoice is a complete outbound Interactive Voice Response (IVR) system. In addition to creating personalized messages, InphoniteVoice can also capture information from customers. Touchtone (DTMF) support enables InphoniteVoice to capture and report customer responses. For example, InphoniteVoice allows a customer to Confirm or Cancel appointments, take an automated survey or select to hear a message in another language.

Build Mindshare

InphoniteVoice makes it easy to keep in contact with your customers. Deliver the right message to the right customer at the right time whether it's an automated phone call, an email, a text message – or all three. Schedule calls when your customers are most likely to answer them live. A complete outbound IVR solution, InphoniteVoice allows customers to respond to outbound messages by transferring to a live agent or recording a reply.

Timely Information

Appointment reminders, emergency notification, last minute meeting changes – InphoniteVoice delivers current, personalized information to your customers. You have complete flexibility to schedule InphoniteVoice to place calls whenever you choose, whether it is two weeks in advance or within the hour. InphoniteVoice can make calls to multiple phone numbers to reach each customer live and then leave a message on voicemail if necessary.

Simple and Straightforward

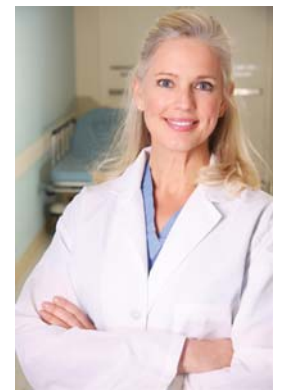
InphoniteVoice was designed with ease of use in mind. The Startup Wizard assists you to configure InphoniteVoice quickly and easily. InphoniteVoice makes it easy to create a message or a calling rule. The wizard automatically creates sample message templates appointment reminders, surveys, balance overdue, and to transfer to a live operator. Simply edit these existing messages or create your own using InphoniteVoice's drag and drop telephony controls.

Fast and Easy for Small Business - Software as a Service (SaaS)

InphoniteVoice offers a SaaS architecture that is ideal for small practices' limited technical resources. There is no need to invest in additional computers or telephony hardware. All you need is a web browser and an Internet connection. With InphoniteVoice SaaS, calls are not made through your office phone lines, but instead InphoniteVoice is hosted securely in the cloud, so it is available if your network is down or in the event of an emergency. New feature enhancements and forum based technical support are included at no additional cost.

Rapid ROI for Medium and Large Businesses - On-Premise Implementation

InphoniteVoice is also available as a hardware/software solution installed at your business, allowing you to leverage your investment in network and telephony infrastructure. InphoniteVoice is a valuable tool to share important health information and introduce new services to your customers. An on-premise version of InphoniteVoice usually pays for itself in one month or less.



Enhanced Communications:

- Appointment reminders
- Emergency notifications
- Click to Call
- Automated surveys
- Transfer to live operator
- Past-due notification
- Inclement weather closings
- Product recall alerts
- Mass text messaging

inphonite
INFINITE CONNECTIONS

Toll-free: 800-350-7693
General: 520-797-1844
Fax: 520-298-7214
www.inphonite.com

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FEATURES

Message Designer

- Drag and drop creation of outbound IVR message templates
- Library of professionally recorded common phrases
- Record messages in your own voice
- Powerful text-to-speech engine in English, French and Spanish
- Advanced WYSIWYG email editor with link-back confirmations
- SMS Text “tinyurl.com” support and link-back confirmations

Outbound Rules

- Supports an unlimited number of outbound rules
- Message settings for language, live person connected, answering machine, email, text message and Twitter
- Set calling window by hour and day of the week
- Message grouping combines multiple appointment reminders into one message to a household

Additional Features

- Call transfer and Click-to-Call capabilities
- Touchtone (DTMF) support
- Inbox of recorded replies from customers
- Support for call transfer without the need for flash hook support
- Diagnostic tool records initial connection (dial tone, digits and voice)
- Do Not Contact list (by phone number/email address or by contact)
- Answering machine detection



Sales force automation is a key component of our technology offerings. The InphoniteVoice platform made it easy to add Click-to-Call functionality to **simpleview CRM**.

-Ryan George, CEO, **simpleview, Inc.**

Contacts/Appointments

- Displays contact data, including five custom fields
- Displays appointment data for each contact, including five custom fields
- Appointment calendar displays all appointments by date

Rules

- An unlimited number of calling rules
- Set calling window by hour and day of the week.
- Message settings for language, live person connected, answering machine, email, and text message

Data Import/Export

- Imports and export of contact and appointment data in CSV or ODBC format
- Support for flexible delimited and fixed width imports
- Compatible with over 400 Practice Management, EMR and scheduling solutions.

Reports

- Logs the status of each message, including contact responses
- Schedules reports to be delivered as an email attachment
- Report filter (SaaS and most on-premise editions)

InphoniteVoice is an outbound IVR platform providing telephony controls that allow you to create unlimited customized message templates. InphoniteVoice provides a powerful, cost effective messaging solution for organizations of all sizes.

Scalability and Compatibility

InphoniteVoice utilizes state of the art technologies to create robust telephony solutions that are cost effective for businesses of all sizes, yet sufficiently scalable to support thousands of phone calls per hour. InphoniteVoice can be integrated with your scheduling, database, practice management or EMR software.

Training, Support and Warranties

All InphoniteVoice sales include an initial 30 day period of no-cost installation assistance and technical support. Annual maintenance provides phone and email-based technical support, online training and software updates. PIKA telephony boards include a three year manufacturer's warranty. PC hardware systems include a full manufacturer's warranty.

System Requirements

Please find InphoniteVoice system requirements at:
<http://www.inphonite.com/techspec.pdf>.