

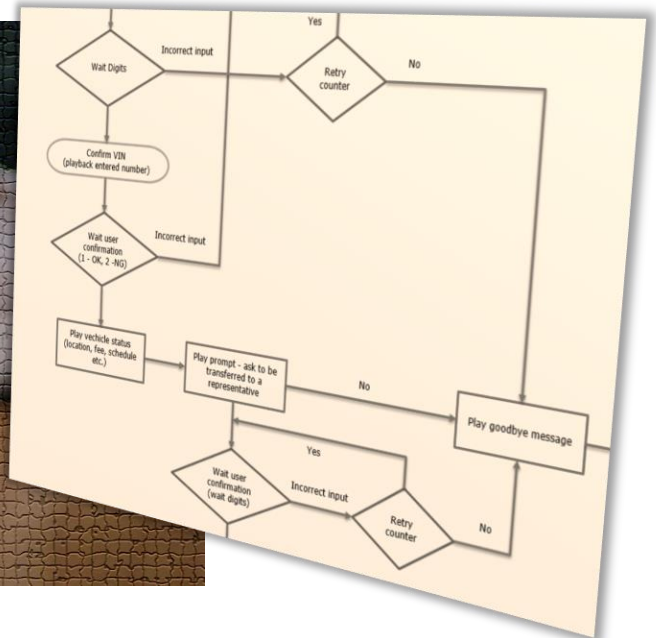
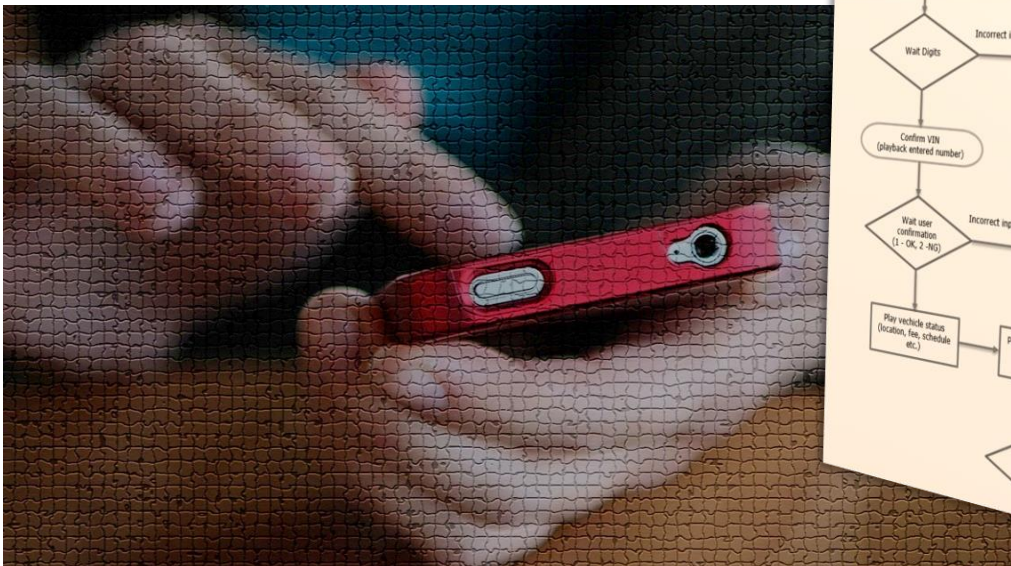
**Polys Inc.** is a Gold Partner of Panasonic Solution Developer Network for Communication Products (PSDN-C).

### Panasonic Solution Developer Network for Communication Products

Panasonic is offering a PBX partner program (Panasonic Solution Developer Network for Communication Products) to offer integration between Panasonic PBX and 3rd party vendor applications. For the software vendors registered in the program, Panasonic provides the latest technical specification and support to our partners interoperability testing. The 3rd party vendor successfully tested the software product stated in this solution brochure, in accordance with the 'self-test' specification provided by Panasonic. Each application supporting the PBXs are listed here [http://panasonic.net/pcc/products/pbx/solutions/3rdparty\\_program/](http://panasonic.net/pcc/products/pbx/solutions/3rdparty_program/)



## SAY GOODBYE TO BUSY SIGNALS!



### CUSTOMERS

- Informal Contact Centers
- Banks and Financial Institutions
- Technical Support Divisions
- Fund Raising and Volunteer Organizations
- Government Agencies
- Healthcare Information
- Insurance Companies
- Mortgage Companies
- Education Centers
- ... and many more

**Polys SIP IVR** is a system that simply automates interactions with customer calls. In doing this, it provides a conversation, which can be either prerecorded or generated audio that assists, directs, and/or guides customers automatically without a live operator. Within these interactions customers are able to communicate by using either the dial pad or speech recognition.

The utilization of Polys SIP IVR is becoming more and more popular as many companies begin to see the possibilities and advantages inherent in the feature's use.

Aside from reducing costs and allotting better time management, Polys IVR can be used advantageously in a number of different ways, being compatible with any SIP-based IP-PBX.

## EASE AND ACCESSIBILITY

Even though organizations may find it intimidating to switch to a new automated system, Poltys SIP IVR helps to simplify the process, thus the companies of all sizes can take advantage of all its benefits without having to worry about the technical aspect, hardware costs, and computing budgets.

## BETTER CUSTOMER SERVICE

Through utilizing Poltys SIPIVR systems, customers feel that they are being better attended to. If customers are calling with specific questions, the automation can generate quick responses that are informative, as well as time efficient.

Additionally, calls can now be answered on the first ring, which in turn reduces customer wait time and cuts call volume, saving time for both the customer and company.

## UNLIMITED CUSTOMER ACCESS

While office hours, holidays, and breaks dictate and limit employee availability, Poltys IVR are is at the customer's disposal.

Although the prospect of dealing with automations may again seem off-putting to some, these systems are available, even when a live representative is not. Therefore, customers can receive the service whenever they need it.

## WIDER PERSONALIZATION

IVR systems allow for deep personalization that helps to create a better relationship with customers.

Poltys IVR system can be programmed with personalized greetings for known callers based on their caller ID information.

Along with addressing a caller by their name, the system can also identify and share information specific to the caller.



[www.poltys.com](http://www.poltys.com)  
[sales@poltys.com](mailto:sales@poltys.com)  
[support@poltys.com](mailto:support@poltys.com)

Panasonic Solution Developer Network  
for Communication Products



## BENEFITS

- Compatible with Panasonic KX-NSX/ NS/ TDE/ NCP PBX series
- Ease and Accessibility
- Better Customer Service
- Unlimited Customer Access
- Wider Personalization
- Create Better Company Image
- Custom IVR Solutions by Poltys
- Dynamic and personalized interaction
- Customized call routing and data management
- Easy upgrade capability
- Queue escape/leave message option
- Connect to Communication Servers and IP-PBXs via SIP extensions or can be used as a stand-alone solution via SIP trunks

## CREATE BETTER COMPANY IMAGE

Smaller companies, as well as home based companies, can create a bigger and more professional image by using automated systems. In contrast, bigger companies can use these systems to maintain consistency in customer service and call volume. Either way, IVR systems establish a professional image for the company.

## CUSTOM IVR SOLUTIONS

SIP-based customized IVR solution can be developed to provide automated inbound/ outbound call interactions based on touch-tone or voice commands. Callers can interact with the SIP IVR by pressing the touch-tone telephone keys or by spoken commands to answer the computer voice prompts.

DISTRIBUTED BY

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