HipLink Voice Module

The HipLink Voice Module is a powerful voice messaging, Text To Speech, and Interactive Voice Response solution to the HipLink platform that expands the wireless messaging capabilities of any organization beyond text.

POWERFUL VOICE MESSAGING AND IVR

Voice is a critical component for an organization's communication network. Having the ability to leverage Interactive Voice Response (IVR) technology helps a business address critical messaging needs while maintaining higher levels of productivity and reliability. The HipLink Voice Module is designed to keep businesses in control of their wireless messaging needs, and it offers these compelling features:

- **Text to Speech** - Translate text messages to voice using Text to Speech (TTS). Ability to send text messages to multiple devices using TTS. Text is translated to voice on voice to enable devices and remains text on text supported devices.

- **Voice Messaging** - Send voice messages to any mobile or land line telephone. Messages can be either pre-recorded or typed and translated into voice on the fly. Each message can be delivered to either a person or a voice mail system.

- **Interactive Voice Response (IVR)** - Interact with HipLink via IVR functionality. Respond to messages, execute commands, confirm message delivery, or initiate transactions on any land line or wireless telephone. Exchange information more efficiently with HipLink IVR.

- **Custom IVR Scripts** - Functionality is easily implemented within HipLink. Customers can create their own scripts or use HipLink Professional Services to create a custom IVR call flow to address specific business needs. IVR menus are classifed as XML files and can be quickly developed and deployed on the HipLink voice server.

BENEFITS OF VOICE MESSAGING AND IVR

Interactive Voice Response technology provides thin client or desktop feature functionality on voice-enabled devices like wired, wireless, or cellular telephones. IVR applications can accept touch-tone key commands and provide appropriate responses in a variety of media: voice, fax, e-mail, callback, and others. Custom call scripts can be created to address and solve virutally any business need.

The HipLink Voice Module facilitates effective voice communication to employees and customers with the flexibility provided by customized call scripts. Corporate- or community-wide alerts and notifications reach the target audience on the device of their choice. Remote employees can be better informed with more rapid response to events.

The Voice Module can be easily customized to support a large number of use cases including call center applications, customer information collection, and ensuring customers and employees are issued information securely from any voice enabled device, anywhere, and at any time. When an organization requires communications beyond e-mail or text messaging, the HipLink Voice Module brings comprehensive voice and Text-to-Speech (TTS) technology to an organization. With TTS, voice users can listen to text messages over their enabled devices.

HIPLINK VOICE MESSAGING CUSTOMIZATION

Although the HipLink Voice Module comes packaged with pre-defined voice messages, customers can customize their voice messages in a number of ways. Via the Outbound Mode set up, scripts are created to include opening and closing greetings, body of the message, and the incorporation of commands that require keyed responses such as confirmations, multiple choice selections, and message replay, among other possibilities. Thus, from the same Send Screen used for all other messaging, it is possible to tailor outbound messages according to the situation and the audience.

The Inbound Mode HipLink Voice Module can be set up to answer incoming calls. Again, customized greetings with a host of menu offerings can be incorporated. The calls will be handled automatically based on the scripts.

HIPLINK VOICE MESSAGING IN ACTION

Citizen Notification - This large urban police force serves any community member who lives or works in the city with a variety of alerts and notifications. Messages include road closures, community events, missing persons and amber alerts, emergency incidents, among others. In order to maximize reach to the widest number of residents possible, the police force offers messages via text, e-mail and phone voice messages. Via a Web Sign-Up page on their website, the city's residents can quickly register and select their preferred delivery option.

Streamlined Technical Support - This major retailer has over 300 locations and employs 75,000 people. To support this large operation, multiple IT and IS groups are in place to support important business continuity measures. In order to handle large IT services requests, the IT Help Desk has integrated HipLink with a HP Service Manager. The HipLink Voice Module improves communications with voice options that replaced aging pagers and manual phone calls. The channeling of help desk tickets and the rapid response to issues has improved significantly, with large cost savings and higher employee productivity as an achieved result.

Improved Emergency Notification with Enhanced GIS Mapping - This largely rural county is geographically located in an area with a high water table and heavy rainfalls. Floods are a constant concern during the rainy season, thus prompting the Department of Emergency Services officials to seek an effective wireless alerting system to reach out to first responders, the public, civic leaders, and area businesses during severe weather, disasters, and other events including terrorist threats. Today, HipLink serves as an internal communication tool among participating agencies as well as an important piece of its mass notification process. HipLink has been integrated with the County's GIS mapping to handle the lookup of residents in specific geographic locations in case of emergency notifications. County dispatchers can select from pre-recorded messages, Text-to-Speech technology, or a live recording that are all available options with the HipLink Voice Module.

HipLink Software
408 399-6120
800 524-7503 Toll Free
HLsales@hiplink.com
www.hiplink.com