

# Automated Call Solutions

## “Automate your customer communications through Advanced Technology”



- ❖ Reduce Operating Cost
- ❖ Increase Business Productivity
- ❖ Improve Customer Communication



### SURVEY BROADCAST

The ability to create unique Surveys on your own is one of the strongest points that sets DPS apart. Survey Interactive Voice Response routes people to the correct place gives businesses to deliver and gather information utilizing a variety of question types that gather answers in the form of a date, digits, time, currency, and more; or prompts that merely play an audio file; or open-ended recordings that will record whatever someone says and turn it into an audio file you can create complex IVR forms. This type of technology used to be available only to enterprise-level corporations but through DPS is now affordable for all size businesses.

### CUSTOMIZED MESSAGES

Deliver specific messages to specific customers by using our IVR solution to deliver the appropriate messages. The DPS solution can deliver thousands of messages instantly to your existing customers notifying them of critical communications that typically take days weeks or months through live agent or mail.

### Using Voice Broadcasting for your Business

Leverage Voice Broadcasting to generate leads, confirm appointments, promote events and relay vital information over the phone. You can also broadcast interactive order status updates, accounts receivable collection calls and phone surveys using outbound IVR functionality.

### Key Features of Voice Broadcasting

- ➔ **Outbound IVR (Interactive Voice Response) functionality**  
Automated phone calls don't need to just be prerecorded voice message. Use outbound IVR to add interactive functionality to your lead generation calls, appointment confirmations and political polls.
- ➔ **Instant access to real-time reports about each call**  
Why wait to receive reports from an account manager? Access real-time broadcast reports on the web whenever you want
- ➔ **Auto-detection to deliver an alternate voice mail message**  
Customize your phone broadcast with two messages: one for when a live person answers the phone, and an alternative message for when the call goes to voice mail.
- ➔ **FTC Telemarketing Sales Rule compliance tools**  
Our tools provide you with an option to include an opt-out message in your broadcasts, helping you comply with the FTC's Telemarketing Sales Rule.



Start Saving  
Today!



Dakota Performance Solutions

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## Hosted IVR Solutions

### CALL ROUTING

Update routing based on your office hours, set up a virtual call center to distribute leads to remote agents, direct toll-free callers to the nearest store, or prequalify leads before routing the call to your sales team.

DPS Intelligent Call Routing service can be combined with other services in our suite, configured via an easy-to-use web interface and tracked in real-time reports

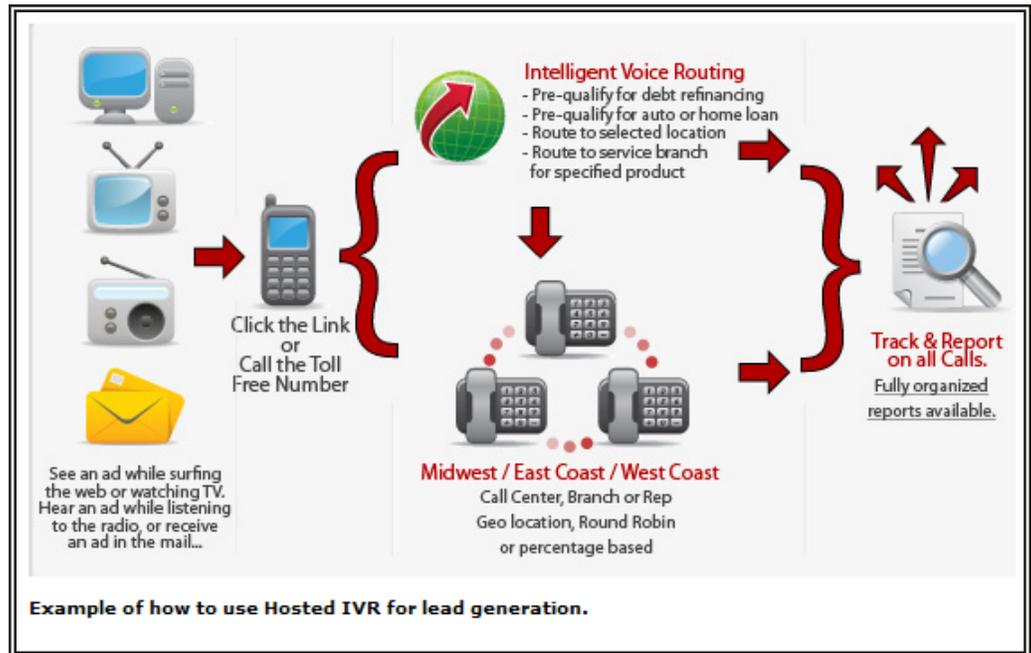
### STORE LOCATOR

Store Locator makes it easy to automatically route incoming customer phone calls by area code or zip code to your nearest retail location.

Whether you are a franchise or you lease vanity toll-free numbers, Store Locator is a perfect solution to easily configure phone call georouting. Once you quickly set up your Store Locator, use our call tracking reports to see details about the calls to each location.

### LOCAL & TOLL FREE NUMBERS

Instantly activated, local and toll free phone numbers empower your business with a complete suite of time & money saving services, including call routing & tracking.



## Using Hosted IVR For Your Business

Automatically qualify leads, process orders, offload call centers and more using interactive voice response software. DPS Hosted IVR provides a robust, yet easy, solution at an affordable price.

## Key Features of Voice Broadcasting

- ➔ **Develop an IVR system without programming**  
Hosted IVR is configured from an easy-to-use solution that can be integrated with any Web development environment. There's no need to hire an IVR developer or learn a proprietary development language. Let our team do the work!
- ➔ **Instant & easy IVR set up**  
In days, hours or even minutes you can create a sophisticated interactive voice response application that normally takes weeks to develop.
- ➔ **Easily integrate IVR with software and web applications**  
For example, with basic web development skills, you could easily set up an IVR to prompt a customer for their customer ID, post the ID back to your web server and look



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