

# AUTOVOICE

the smart way to call



## Welcome to U.S. Infotel Corporation!

As one of the computer telephony industry's most progressive marketing consulting organization, U.S. Infotel is committed to bringing technology solutions to your industry at an affordable price. Renewed client relationships, increased profits, productivity-generating ideas and cost savings are what our proven methods and technology will do to ensure your success.

Allow us to introduce the Autovoice, broadcasting and voice mail service system. This system has been a huge lead generation and notification system for the following industries and services:



- Insurance
- Mortgage
- Carpet Cleaning
- Appointment Reminder
- Home Improvement
- Body Shops
- Medical Centers
- Customer Service
- Auto Glass
- Collections
- Customer Notifications
- Company updates
- Membership renewals
- Subscription renewals
- Burial Policies
- Petitions and citizen polling
- Event Announcements
- Warranty renewals
- Consumer information
- Customer Satisfaction Surveys
- Employee Benefit Surveys
- Market Research Surveys
- Locator Services
- Customer Service
- Order Status
- Voice Mail
- Inventory Confirmation
- Account Status

**Imagine the possibilities...**

## Voice Broadcasting from U.S. Infotel Corp. reaches the masses!

Imagine having the resources to broadcast your marketing message into millions of homes for pennies per impression. Imagine informing the masses about your organization - its products - its services - in your own voice.

Our unique combination of an autodialer system with amazing new voice content push technology provides the kind of market penetration traditionally available only through the mass media - but you don't need expensive equipment, a government license, or a full-time technical staff to reap its benefits!

## The AutoVoice Telephony Server is a powerful approach for Customer Contact!

Our Telephony Server system will dramatically increase leads and reduce your marketing costs. Your marketing message, in your own voice, is left on thousands of answering machines or live people every day. Within weeks, you can expect a response rate of 1% to 12% from motivated buyers. Response rates are even higher when your message invites customers to visit your Web site. Studies have shown this to cost as little as one to three cents per impression!

## The AutoVoice Telephony Server requires no technical skills to use!

The Telephony Server system is a self-contained, specialized computer with all the necessary hardware and software pre-installed. You'll be contacting leads in four easy steps:



- **Record your marketing messages, or order professionally-produced messages from U.S. Infotel Corporation**
- **Load the phone number database**
- **Choose what time the Telephony Server will begin making calls**
- **Click the "Start Broadcast" button You can start with only two lines and upgrade as needed - all the way up to four full T1 lines, for the equivalent of 96 analog lines!**

### Benefits of using the AutoVoice Telephony Server:

- **Our Telephony Server system comes complete with all necessary hardware and software.**
- **We supply you with phone numbers for your area**
- **We offer you LIFETIME Help Desk Support.**
- **Our system also performs email broadcast as a standard feature.**
- **Response rates equal to direct mail at a fraction of the cost.**



Our customer support team provides you with message scripting ideas, reviews your phone voice, gives you the best times to call your customers, and monitors the Telephony Server technology to provide monthly updates for the best use and results.

The easiest way you have ever thought about for generating leads and increasing business!

**Our history of delivering solid systems to the industry is unsurpassed!**

## THE FOLLOWING ARE DIFFERENT WAYS OUR SYSTEM PERFORMS

**Basic Voice Broadcast** - This method uses a basic call whereby the AutoVoice dials from a selected phone number list and plays a message either to an individual, an answering machine, or both. This can be in yours or anyone's voice. No one is required to talk with the contacted party. They simply listen to the message and respond by calling your phone number or going to your website as directed. This technique could be useful when you wish to simply provide information or announce an event, provide a reminder, or request an action from the contacted individual, such as renewing their annual policy with you.

**Custom Voice Broadcast Messages** - This is similar to the Basic Voice Broadcasting but the AutoVoice plays a customized message based upon the number dialed. Unique items of information can be inserted into a standard message. Likewise the entire message could be unique for each number or based upon demographic items in the call list database. The message itself could be stored in the database. This technique could be used when you wish to perform targeted calling or when you want to provide custom reminders with names, addresses, amounts, dates or times included in the message.

**Voice Broadcasting and Touchtone Response** - This method expands the prior call technique by playing a message that gives the contacted individual options from which to select. This uses touchtone responses such as "Press 1 to talk to a live agent, or the choices could include obtaining additional information, such as being removed from the call list, leaving a voice message, or terminating the call. A different message could be left on an answering machine or the answering machine could be ignored completely. Although this is somewhat more complex than the prior call types, this form of call broadcast dialing does not require that an agent be available to handle this call.

**Voice Broadcasting and Call Transfer** - This is similar to the prior call technique but with the option to transfer the call to a third party. Again, using touchtone responses the contacted individual can request that the call be transferred to an outside agent. When the Autovoice dials another number and when contact is made with the third party or different phone system, the call is transferred. This is effective when the transfer party or organization is remote or not directly connected with your phone system and center.

**"Intelligent" Call Broadcasting** - This method of broadcasting blends Voice Broadcasting with Predictive Dialing and can be very productive when you have a call center, large or small, that can accept an inbound call. Messages are played to the called individual, and if the person has an interest in your services, the call can be transferred in near real time to the agent in your company that is standing by. This is a great way for small call centers to perform like the larger ones do.

**Email Broadcasting** - This sets us apart from most of the other systems. We can download a list of email addresses from your database, and broadcast to those recipients as well. In this day and age of electronics, email is proven to be a very effective way to communicate.





## **AutoVoice Telephony Server platform technical specification:**

All AutoVoice Telephony Server systems include:

- Powerful Intel Pentium 4 processor
- All motherboard components are the latest available.
- 256 MB to 1 GB RAM (depending on model)
- 40-80 GB hard drive
- CD-ROM drive
- Internal 56.6k modem for remote service, internet access, and faxing
- High-end quality Dialogic telephony voice card(s)
- High-performance video
- Color VGA monitor
- High-performance stereo sound
- Quality PC stereo speakers
- Standard keyboard and mouse
- Standard peripherals (3.5" floppy disk drive, case, power management, etc.)
- Windows 2000 environment with U.S. Infotel launcher shell and resource utilization reduction measures

### **AutoVoice Telephony/Voicecast**

Server: 2 to 12 lines

Server for: 12+ - 96 lines

**The AutoVoice series of Telephony Server/Voicecast servers includes the following models:**

AutoVoice VBS02 Telephony Server - 2 analog telephone lines - 2400 calls per day

AutoVoice VBS04 Telephony Server - 4 analog telephone lines - 4800 calls per day

AutoVoice VBS08 Telephony Server - 8 analog telephone lines - 9600

AutoVoice VBS-DT16 Telephony Server - 16 digital lines - 19,200 calls per day

AutoVoice VBS-DT24 Telephony Server - 24 digital lines - 28,800 calls per day

AutoVoice VBS-DT48 Telephony Server - 48 digital lines - 57,600 calls per day

AutoVoice VBS-DT72 Telephony Server - 72 digital lines - 86,400 calls per day

AutoVoice VBS-DT96 Telephony Server - 96 digital lines - 115,200 calls per day

Call volume depends on telephone company signal messaging speed, length of prompts, and response rates, and is generally 100 calls per line per hour. Most states only permit calling from 9 AM to 9 PM. It is the responsibility of the purchaser to use this product in accordance with the laws in his/her calling area. Contact a U.S. Infotel sales consultant about professionally written and recorded scripts and prompt groups.

**to order call: 1 800 941 2590**  
**email: Sales@usinfotel.com**  
**fax: 405 516 2430**

Technical specifications are based on availability. Since computer components are ever changing, check with your rep for latest specs.

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from  
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CORPORATION



