

AWD[®]

AWD/Voice[®]

DST's Automated Work Distributor™ (AWD[®]) is a comprehensive business process management (BPM) solution, capturing communication from every channel, including mail, fax, phone, e-mail, Web call-back, Web collaboration, Web chat, voice-over IP.

As part of the AWD product suite, AWD/Voice[®] captures, routes, and manages calls intelligently and quickly. The components of AWD/Voice are integrated with each other and dramatically reduce implementation costs and simplify ongoing support.

AWD/Voice provides critical functionality for call centers including the following:

- Call Center Management
- Interactive Voice Response (IVR) Processing
- AWD-integrated Voice Recording and Playback
- Intelligent Call Routing
- Outbound Call Management
- Intelligent Work Management.

Improve your Company's Image and Save Money

Providing a framework to manage the call center and the actual call, AWD/Voice enables calls and related work to be integrated into the organization's work flow. This intuitive call center environment:

- Improves customer service levels.
- Reduces staffing.
- Reduces call length.
- Minimizes lost calls due to busy lines.
- Improves accuracy of management information.
- Reduces time spent retrieving recorded calls.
- Expands Automated Call Distribution (ACD) reporting capabilities

AWD/Voice's capability to collect data relevant to the call, record the call, and relate the call to an AWD work object is what distinguishes it from the pack.

Flexibility Meets your Business Requirements

AWD/Voice can be customized at any point in the process—from the initial greeting of the caller through quality checking. You do not have to change business operations to accommodate the system because AWD/Voice adapts to your environment. In addition, AWD/Voice's open architecture allows re-use of some or all existing equipment.

AWD/Voice supports Microsoft[®] Windows NT[®] and IBM[®] OS/2[®]. For more information on AWD/Voice, contact us at (888) DST-INFO, or visit our Web site at www.awdbpm.com.



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