

VoltDelta

VoltDelta Partners with Syntellect to Offer Hosted DA CXP for Next Generation Operator and Enhanced Services

CHALLENGES

Competition is increasing daily in the information networking arena. As the competition increases, it has become critical for companies to position themselves appropriately to leverage their core competencies while expanding beyond the scope of traditional Operator Services. In this competitive environment, mergers, alliances, and the onslaught of new entrants into the market have service providers creating innovative ways to retain and/or attract subscribers. Today's service providers are striving to differentiate themselves within this expanding competitive landscape by developing ways to brand and bundle new services, achieve operational cost reductions, and strategically position themselves in relation to their competition. Thus, many service providers are looking to next generation services as a means to attract and/or retain the most lucrative customers.

Small- and medium-sized businesses, service providers and telephone companies can now see the necessity of converting their aging Operator Services cost centers to modernized revenue-generating call centers with next generation services in order to compete in today's fast-paced market. This modernization progress is hindered by prohibitive up-front capital investment costs required to upgrade the existing network infrastructure. The network infrastructure upgrades need to be more than just high capacity upgrades of current circuit switched networks. They will require major changes in network architectures, affecting the ways in which services are delivered to end users as well as the types and quality of the services, themselves.

“Syntellect Communications Portal simplifies the development, deployment, and long-term management of the broad range of advanced automated services that our customers demand.”

JOE DIANGELO
PRESIDENT
VOLTDELTA

SOLUTIONS

Volt Delta Resources, LLC. (VoltDelta's) Independence Suite of Hosted Solutions addresses the needs of the smaller provider who cannot afford the up-front capital investment, but who still wants to offer unique services to their callers. VoltDelta is now providing products currently in the extensive VoltDelta portfolio in a manner unlike previously offered. With VoltDelta-provided solutions such as Hosted DA – CXP services, providers can now modernize their networks and service offerings on a “pay-as-you-go” pricing plan, requiring very few up front costs and mitigating the traffic volume risks that can impact financial payback for such extensive modernization efforts.

VoltDelta's Hosted DA – CXP provides an end-to-end Voice over IP (VoIP) based solution. The service providers are responsible for their local network infrastructure, voice and data transport to the VoltDelta hosted service sites, the operators and the operator workstation hardware only. VoltDelta supplies the rest, including:

- ConnectExpress to deliver Central Office-class soft-switch capabilities
- DirectoryExpress to provide telco-grade residential, business and government listings (US, Puerto Rico and Canada)
- iExpress to offer business category listings and specialized content (movies, driving directions, restaurant reviews, weather, sports, horoscopes, stock quotes, etc.)
- SpeechExpress to provide all aspects of service automation integrated with operator back-up, starting initially with Directory Assistance (Store & Forward, DA Listing Automation, N-Best Display, and



CASE STUDY overview

INDUSTRY

Telecommunications

CUSTOMER PROFILE

VoltDelta, a subsidiary of Volt Information Sciences, is a leading provider of enhanced directory assistance solutions and information services to the global telecommunications market. Thirty years of operator services experience have enabled VoltDelta to meet evolving market requirements providing innovative technology and services to wire-line and wireless markets.

KEY SOLUTIONS OF SCP

Rapid application development capabilities that ensure time-to-market advantages

Powerful management utilities that significantly reduce the time & cost of administrating large-scale installations

An embedded VoiceXML browser

Tight integration with best-in-class telephony & speech products (Intel, Nuance, etc...)

The ability to snap right into diverse telephony, data, Web services & back office environments

A clear & easy migration path to emerging standards & new technologies (speech, VoiceXML, host media processing, VoIP, SS7, SALT, & Web services, among others)

Outstanding price/performance & ROI



DA Delivery) and using the open, standards-based Syntellect platform with integrated application development and management components that significantly reduce the time, cost and complexity of creating voice automation solutions.

- Freedom Station Workstation software to update the workstation for new service offerings

VoltDelta's Hosted DA – CXP offering has been designed so that service providers have control of the type of service they wish to offer to their callers, including the branding, the degree of automation used and the types of data provided to callers. Because the portal is a true, multi-modal platform, VoltDelta developers have created a wide range of voice automation solutions by combining sophisticated call control functions with built-in speech, Web, email, fax and data delivery capabilities. The hosted nature of our newest offering provides the infrastructure to allow service providers to share operators with other service providers, smoothing the peak call times, and allowing more efficient workforce management. The flexibility of the hosted solution allows each service provider to decide which types of services they wish to offer, to route calls based on time of day/day of week and operator skill sets, and to brand the services as their own or on behalf of their wholesaling customers without incurring high capital expenditure costs.

Providing an automation option as a part of the Hosted DA – CXP solution ensures the most cost-effective introduction of these new revenue-generating services. An important key to overcoming obstacles of earlier generation automation solutions is selecting a platform that is open, flexible and future-proof, both in terms of application enhancement and technical improvement. VoltDelta needs to be able to maximize their customers' automation rates over time. Automation rates are maximized when the strengths of each supporting technology vendor can be utilized by selecting the appropriate speech recognition engines, the best-fit text-to-speech engines, and the right automation applications for each automation task, and upgrading these technologies as new leaders emerge in the market. VoltDelta focuses their on-going support and maintenance resources by consolidating all automated applications on the same platform to achieve economies of scale - facilities, system administration, training and support.

To ensure an open, extensible solution, VoltDelta utilizes the Communications Portal for call flow development and automation technology integration in the open, Interactive Voice Response (IVR) portion of their Hosted DA – CXP SpeechExpress solutions. By leveraging the capabilities available in the Communications Portal, SpeechExpress allows VoltDelta to rapidly integrate multiple, simultaneous technologies as needed for each automation environment. The flexibility of the Communications Portal allows the deployment of multiple automation applications on the same SpeechExpress platform. The GUI-based Syntellect development environment contains a vast array of interface building blocks for fast and easy creation of new services.

RESULTS

VoltDelta's Hosted DA – CXP solution offers a new approach to solving the capital investment problems facing the telecom industry today. By offering industry proven solutions as a hosted package, VoltDelta, using the Syntellect Communications Portal, is enabling Operator Service Providers an affordable migration path into the next generation of Operator Services.

VoltDelta gained important benefits – both for their product offering and for corporate operations by using the Communications Portal to increase the flexibility and longevity of VoltDelta's Operator Services base-line products. Their total solution can easily be customized to each service provider's exact application and integration requirements. VoltDelta's customers gain a modern, open, extensible, integrated solution that ensures they remain competitive in the Operator Services arena. The flexibility of the SpeechExpress solution ensures that VoltDelta can quickly add new features and services and lead the market with technology changes for the service providers who utilize the Hosted DA – CXP option.

ABOUT SYNTELLECT

At Syntellect, we help our customers create, maintain and continuously improve superior end-to-end service for their customers. With over two decades of pioneering leadership and thousands of solutions deployed globally, Syntellect is a premier provider of enterprise-class contact center solutions for the utilities, financial services, government, high-technology, help desk, consumer products and healthcare industries.

THE BOTTOM LINE

“Syntellect Communications Portal is an excellent choice for deploying high volume, carrier class applications that allows VoltDelta to integrate multiple speech recognition technologies. Our customers will maximize the return on their investment in Hosted DA - CXP SpeechExpress solution because of the long-term commitment of both VoltDelta and Syntellect to advancing the state-of-the-art in automated solutions.”

JOE DIANGELO
PRESIDENT
VOLTDELTA



VOICE



EMAIL



WEB



FAX



TASK

CORPORATE OFFICE

16610 North Black Canyon Highway
Suite 100
Phoenix, Arizona 85053

TEL 800.788.9733
WEB SYNTELLECT.COM

INTERNATIONAL OFFICE

Technology House
Fleetwood Park
Barley Way
Fleet, Hampshire
GU51 2QX

TEL +44 (0) 1256 685100
WEB SYNTELLECT.COM/INTERNATIONAL