

Qwest EZ Route

IMPROVE BUSINESS EFFICIENCY AND CUSTOMER SATISFACTION

With Qwest® EZ Route, you improve your business efficiency and customer satisfaction by automating routine business processes and transactions through the deployment of menu-driven, self-help applications hosted within the Qwest network. EZ Route manages your customer's routine information requests so you can focus on your core business. It's a win-win situation. You have complete control with less stress.

DESCRIPTION

EZ Route is a network-based, self-help, interactive voice response (IVR) application that provides contact-center functionality (menu routing, database routing and links to custom applications) to businesses of all sizes. With EZ Route you can answer calls, provide messages and announcements and support call routing to live agents or other IVR applications through a menu-driven interface.

You can quickly and easily develop a voice menu and routing scheme via a Web-based graphical user interface (GUI). This includes assigning toll-free numbers and transfer-to numbers for routing. You can record your own announcements over the phone or upload professionally recorded audio files using the Web-based GUI. Upload your own routing tables and modify them as frequently as you like.

FEATURES

- Select from touch-tone menu and/or speech-recognition menu including "press or say '1' speech recognition."
- Extensive routing options:
 - Time-of-day, day-of-week and holiday routing directs calls to specific contacts based on the routing schedules you define.
 - Geographic routing based on caller area code + prefix and 10-digit number.
 - Database routing to transfer calls and provide announcements based on caller entered digits (CEDs), automatic number identification (ANI) and dialed number identification service (DNIS) information stored on your database.
 - Percent allocation shares call traffic on a percentage basis to multiple phone numbers, area codes, prefixes or 10-digit networks.
- Busy ring/no answer overflow (customers can default route to another POTS/VNS/8XX if the primary destination is busy).
- Comprehensive, Web-enabled IVR application wizard allows you to:
 - Build call flows, menus and route calls in real time.
 - View on-screen diagrams that show call flow progress with announcement, menu and transfer points.
 - Build user-defined menu levels—choose from up to nine menu levels and nine menu options per level.

- Remotely record and upload voice prompts in real-time.
- Change routing options in real time to handle call traffic spikes.
- Access Web-based reports that contain current IVR call center traffic data.
- Dynamically assign toll-free number to application.
- Get near real-time and historical call-activity reporting.
- Access online documentation and help desk.
- Go to node (enables your call to route from one EZ Route application to another).
- Busy/no answer messages and customizable hold music (you can upload your own hold music to play while calls are being bridged).
- Integration with Qwest Hosted IVR applications (application module redirect).
- Applications with routine responses can utilize the integrated text-to-speech features for menus and responses.
- Scalable – unlimited availability of ports to provide callers with access during peak calling periods.
- Reliability created by Qwest’s fully-redundant geographically-dispersed network.
- Pricing based on the number of calls made.
- Disaster recovery:
 - In the case of a natural disaster or unforeseen event, you can modify your call routing. Send calls to your employees’ home phone numbers or mobile phones anywhere or at any time. As environmental or business conditions change, you can redistribute calls to alternative agents or sites through the administration interface. This keeps your business viable even during an emergency.
 - This availability is vital in a natural disaster, snowstorm or local network outage when calls need to be re-routed to alternate agents or contact centers quickly.

BENEFITS

Maximize productivity and streamline business communications to improve customer service, customer acquisition and retention results.

- Cost effective
 - No capital investment.
 - Calls routed to the correct location the first time, saving transport costs for bridged calls.
 - Pricing on a per-call rate.
- Efficient
 - Improve customer service.
 - Change routing options in real-time—route to multiple locations or departments to handle call traffic spikes.
 - Provide current status information to callers that can be updated in near real- time.
- Fast
 - Design your call management program to meet your changing business needs and deploy changes instantly.
 - The Web-enabled IVR application wizard is intuitive and well documented. You can be building your custom solution applications in the first 30 minutes.
- Adaptable
 - Utilize your existing infrastructure. Allows integration with industry leading ACDs and private branch exchanges (PBXs).

HOW IT WORKS

The inbound 8XX call is routed to Qwest EZ Route. Based on your customized application design, the call is answered via touch-tone or a speech-recognition menu. The caller inputs a menu choice or provides ANI or DNIS information that is then matched to the EZ Route application.

WHY BUY FROM QWEST?

- With Qwest[®] EZ Route's unique, easy-to-use graphic user interface (GUI) you can make and deploy changes instantly.
- Support is provided around the clock through Qwest customer support centers.
- Qwest provides all-in-one contact-center technology and leverages the reach of the highly-reliable Qwest network.
- Network and application monitoring 24/7. Alarming is tied to a service level agreement.
- Qwest provides a help desk staffed by experts who focus on answering any questions you may have about EZ Route.

OTHER PRODUCTS AVAILABLE FROM QWEST

In addition to Qwest EZ Route, Qwest has an array of products to meet your call center needs, including:

- Qwest Domestic Toll Free
- Qwest Hosted IVR
- Q Routing[®]
- Business continuity planning and implementation services
- Qwest Professional Services for solution design, integration, training, and network security planning
- Qwest iQ Networking[®]

Qwest[®] EZ Route feature is available for Qwest Toll-Free and Qwest Hosted IVR customers for calls originating anywhere in the continental U.S., Alaska, Hawaii, Puerto Rico, Guam, the U.S. Virgin Islands and Canada, with switched and dedicated termination anywhere in the contiguous U.S. and switched termination to Alaska, Hawaii and Puerto Rico. Installation and other nonrecurring charges and monthly recurring charges apply. Additional local loop equipment may be required.