



# CROSSFORM<sup>®</sup> IVR

## Interactive Voice Response

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### **Update information with this on-the-go communication option.**

**Enhance off-site communication by adding Interactive Voice Response (IVR) to CrossForm.** *This automated voice system allows your field technicians and vendors to modify work orders quickly from remote locations via a touch-tone phone without interrupting CSR customer call flow.*

**Tracking vendor performance.** *The IVR module is ideal for vendor relations. This first-rate tool enables vendors to communicate daily work processes via an automated, touch-tone system.*

**Convenient, user-friendly.** *The system is conveniently accessible by phone. IVR records the information and updates CrossForm instantly. It is easy to use and essential in today's fast-paced, streamlined business environment.*

### **Comprehensive tools that lead to greater efficiency.**

**Secure access.** The system is secure, ensuring you that only those with proper credentials gain access.

#### **Request a fax copy of job summaries.**

Prompted by a request from IVR, CrossForm Messenger sends up-to-the-minute job summaries to vendors/technicians. No need to waste time reporting back to the office or shuffling through paperwork.

**Log arrival time.** Useful for monitoring completion times and forecasting time frames.

**Schedule next date of arrival.** Convey updates immediately from the customer site. This guarantees the technician will not be double booked, avoiding confusion and dissatisfied customers/employees.

**Place work orders on hold.** Ideal for situations where a technician needs to order a part that will not be in for two days. By



placing the work order on hold, everyone, including the customer, is aware of the situation.

**Complete work orders.** Information is immediately updated in CrossForm, freeing

the technician's time for more assignments. It is also valuable in monitoring completion times and forecasting time frames.

### **Faster communication, better results with IVR.**

**Increase productivity.** Since technicians/vendors communicate work order information through IVR, CSRs are able to take new service requests without interruptions. IVR also eliminates time-consuming paperwork duties.

**Improve efficiency.** IVR updates the CrossForm database and alerts all individuals of modifications to work orders. It also improves tracking of work orders and assignments.

**Enhance customer and employee satisfaction.** Customers are pleased that requests are completed quickly and efficiently, and that CSRs have up-to-the-minute information to report.

**Decrease call hold time.** By using the automated system, technicians/vendors work independently, not having to contact the CSRs.

**Reduce expenses.** Streamline the work process by having vendors/technicians work independently. Staff is able to concentrate on their specific job responsibilities, increasing productivity.

## Help your technicians/vendors stay up to date.

An automated system that revolutionizes the way CrossForm's remote users communicate – this is the power of IVR. For increased efficiency, productivity and customer satisfaction, incorporate the IVR module into your CrossForm software, and see the difference.

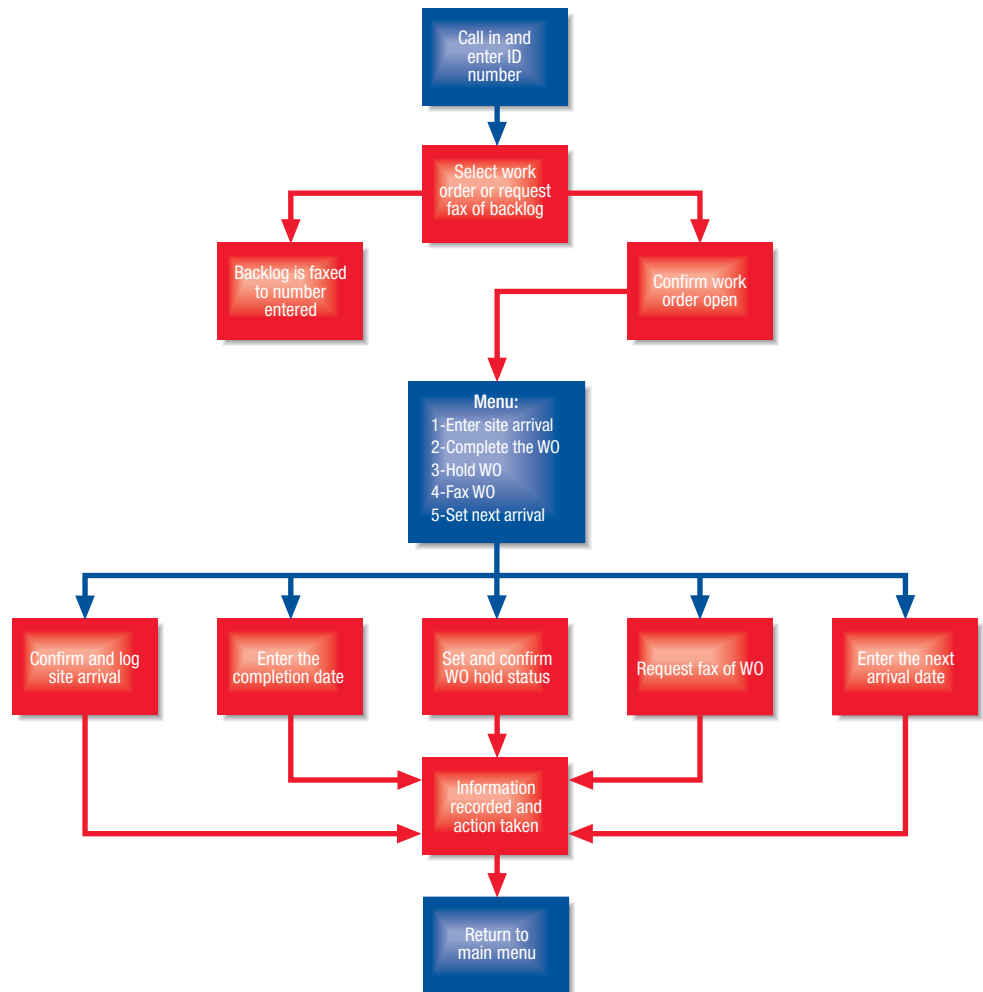
## Free trial period.

Contact Mainstream Software to take advantage of a free, no-commitment needs analysis and a free trial period. CrossForm's exceptional performance will be obvious.

## Requirements

- Microsoft® Windows 2000/2003 Server (SP3 or higher)
- A voice card – Brooktrout or Dialogic recommended
- Loop-start analog telephone lines (quantity depends on voice board setup) or digital lines, depending on card type or voice-over-IP (VoIP)
- CrossForm® with Messenger Server configured
- Microsoft® SQL Server 2000

## A process that makes communication easier, faster.



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