

Connect NZ Rapidly Re-Develops Legacy IVR Solution Thanks to Pronexus VBVoice's Visual Design Approach

Connect NZ needed to re-build an existing order processing Interactive Voice Response (IVR) solution for Wickliffe Limited, a New Zealand warehousing and logistics, e-commerce and printing services company. They looked for an IVR development tool that would allow them to quickly build an advanced system without compromising any of the old application's functionality. They turned to Pronexus VBVoice™ because of its flexibility and rapid development environment.

Problem

Wickliffe needed their VIS (Visual Information System) IVR re-developed as the application was outdated and the hardware it was running on was no longer supported. Connect NZ, a voice technology provider, had to re-write the IVR system from the ground up as the original vendor was no longer in business and the source code was not available. They decided on the

VBVoice IVR development toolkit after trying out the evaluation version of the software. "Key deciding features in VBVoice were a visual designer and big component toolbox which allowed fast development and flexibility in changing the call flow easily," said Connect NZ developer Jouni Karppinen.

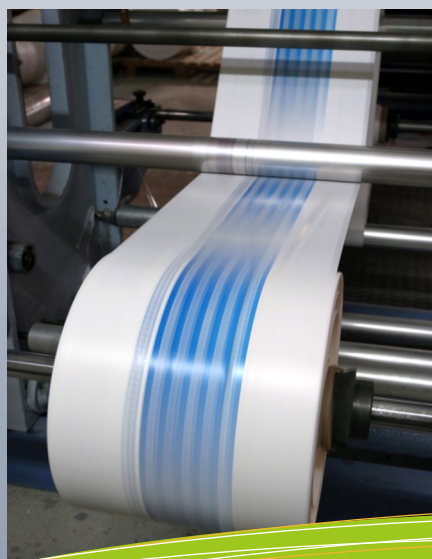
Solution

The replicated IVR solution Connect NZ developed provides multiple users with access to a quick and easy ordering solution. The application has the ability to play various .vox files depending on the customer (for example, customized "Welcome" and "Thanks" recordings). It allows users to navigate various catalogues, is able to advise the cost of an item and total order value, read back orders as well as remove

them in addition to many other features.

Benefits

The project was completed in about nine week's time, from start of development to the deployment. Approximately 50,000 registered users use the system today, diminishing the number of calls to the customer service desk.



Founded in 1979, Connect NZ has grown to become New Zealand's only solution provider offering voice, image, data and multimedia technology. Connect NZ offers a complete range of products and services, from total solutions to specialized networks and support.

www.connectnz.co.nz

Established in 1994, Pronexus specializes in telephony, speech and database integration technologies. Our flagship product VBVoice IVR software enables developing feature-rich inbound and outbound IVR solutions that improve customer service and streamline internal processes. Thousands of companies all over the world use VBVoice in applications varying from auto-attendants to automated payments, fax applications, notifications, polls and surveys. Part of our business model is to provide customers flexibility to choose between developing an IVR application in house, leveraging Pronexus' Professional Services or buying a turn-key IVR application from one of our partners who have integrated VBVoice into their solutions.