

EXpress2.0: First Impressions **Automated Attendant That Has Everyone Talking**

There are no second chances when it comes to first impressions.

If your business is like many others, you probably can't afford to have a person answering every call, but you also don't want your callers faced with the frustration of pressing buttons or listening to long menus just to talk to the right person.

First Impressions is an exciting new alternative that will answer calls in a pleasant, human voice and ask your callers to say the name of the person or department they are trying to reach. Just like a "real" receptionist would.



Powered by state of the art technology from companies like SpeechWorks and SpeechVantage, the **First Impressions** solution is reliable, consistent and easy to use.

Think about the fully loaded cost of just a single receptionist. Think about the fact that you pay that salary year after year. For about the same cost as one year's salary for one receptionist you can deploy a **First Impressions** solution that will handle as many calls as four receptionists – and they'll never take vacations!

Callers can ask for your staff by name or can ask for departments such as "Customer Service" or "Human Resources".

What Does It Do?

- Answers incoming calls in a human voice and asks who the caller would like to speak to
- Can be set to answer calls only after a certain number of rings allowing your primary receptionist to answer calls first
- Interfaces with a database of employee names, so that even the latest additions are recognized by the system
- Can answer with different greetings depending on the time of day, day of week or holiday.
- Callers can be transferred to a live receptionist if available

What is EXpress2.0?

EXpress2.0 is a completely software based platform for Voice-Web self-service. It requires no specialized or proprietary hardware and uses the latest in speech technologies and IP based telephony to help your business handle calls with more freedom and flexibility than ever before. **EXpress2.0** is deployed on industry standard servers – like the ones you are already using.

For more information about how your business can make a great First Impression with callers, contact us at 516-624-9090 or visit us on the web at www.invores.com.