

Our Partners

AVAYA



Go Ahead, Talk to us!

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Real Soft, Inc. (RSI) is a global provider of IT Products and Solutions with corporate headquarters located in the NJ, USA and offshore center-of-excellence in Bangalore, India. Since 1991, RSI has been a vendor of choice to many renowned companies. RSI's quality processes are ISO 9001:2008 and SEI-CMM Level 4 compliant.

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Speech Enterprise Solutions

Contact Center Products | Packaged Applications | Professional Services

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Real Soft, Inc.

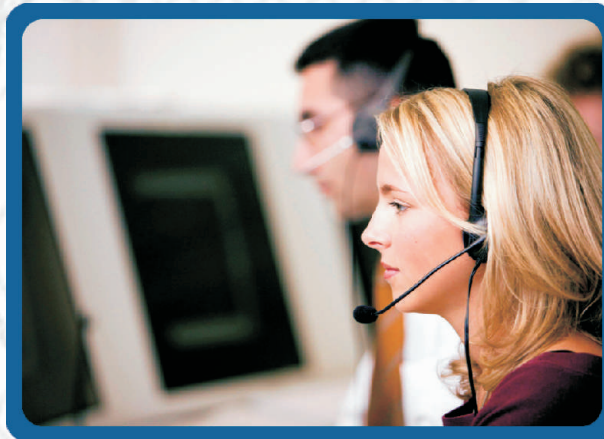
Everyday we listen to companies who tell us what they are looking for...

With over two decades of experience in both traditional and IVR/Speech Recognized business solutions, we have consistently provided solutions that improve the productivity and accelerate Return on Investment (ROI) for our customers.

Real Soft, Inc.'s (RSI) Speech Enterprise Solutions (SES) Division focuses on voice and data technologies and has a deep understanding of designing and deploying self service solutions. SES provides complete solutions for the Contact Center and the Enterprise, Integrating Business Processes with the Converged Communications Network.

Our SES offerings include Contact Center Products and Solutions, Packaged Applications, Professional Services and Speech Recognition. RSI provides expertise in Interactive Voice Response (IVR), Customer Relationship Management (CRM), TDM and IP Based Voice Platforms, Computer Telephony Integration and Advanced Speech Recognition.

Our clients ensure that their Contact Center integration is powered by RSI for a cost-effective delivery process, and



Speech Recognition Expertise

Our team of Speech Scientists and Voice User Interface Design specialists will work with you to apply complex dialog designs for delivering an engaging customer experience.

- ✓ Directed Dialog Design
- ✓ Natural Language Understanding
- ✓ Linguistics
- ✓ Human Factors Analysis

Contact Center Products

RSI's suite of Contact Center products, are open-standards based and provide the most effective way to Operate, Administer, Manage and Analyze your Self Service and Contact Center environments.

By deploying our products, you can experience

- * Improved customer satisfaction and achieve higher ROI
- * Ease of deployment and administration
- * Improved fault management and reduced system downtime
- * Reduced operational costs and increased business performance

Universal CTI (UCTI)

UCTI enables contact centers to provide seamless integration between agent-assisted service and self-service applications. Its Service Oriented Architecture (SOA) provides an open standard to facilitate IVRs or desktop applications to integrate with any third-party CTI Servers. (such as Cisco ICM, Genesys T-Server, Avaya AES)

Professional Services

CTI - Screen POP
CRM
Business Process Integration
Self Service Automation
Custom Development
Resource Integration
VoIP
H.323 and SIP Enterprise
Voice and Data Network Integration
Contact Center Implementation

Speech Expertise

UI Design
Dialog and Grammar Design
ASR and TTS Engine Specifics
Natural Language Understanding
Directed or Mixed-Initiative Dialog Design
Usability Testing
Performance Analysis and Tuning

Contact Center Products

Universal CTI
FirstContact
InstaAlert

Packaged Applications

Callback Manager
TPIN (Telephony PIN) Server
Scheduling and Appointment Reminder
AutoAttendant
AddressCapture
StoreLocator

FirstContact

FirstContact is a cost-effective solution; its innovative design helps contact centers automate outbound calling campaigns. It manages multiple leads and campaigns with a focus on customer satisfaction and revenue optimization. FirstContact outbound calling campaigns maximize efficiency and deliver an outstanding Return on Investment (ROI).

InstaAlert

InstaAlert adds alerting and notification capabilities to your existing mission critical application and systems. It can proactively launch Disaster Recovery and Business Continuity processes. It also captures real time events, filters messages, applies business rules and sends notifications out to devices like telephones, SMS, Pagers, and e-mail.

Packaged Applications

Packaged Applications provide reusable functional components/code framework; but unlike a product, we customize it based on the needs of our clients. So essentially it combines the strengths of both a product & a custom-developed application. All of RSI's packaged applications are VoiceXML 2.0 compliant for platform independence and ease of deployment.

Callback Manager (CBM)

RSI's CBM is an innovative solution to customer's call management problem during non-office hours or peak call load hours. It addresses problems by providing an option for the caller to request a call-back from an agent.

TPIN (Telephony PIN) Server

TPIN Server Stores and maintain TPIN generated by the customer using IVR. Some of the main feature include TPIN validation, TPIN reset, account disable, blocking and unblocking.

Scheduling and Appointment Reminder

Speech-enabled application that automates scheduling, re-scheduling, canceling and reminding clients of routine or special appointments.

AutoAttendant

Speech-enabled auto attendant that answers and directs calls routed from the client's PBX.

AddressCapture

Speech application that verifies caller identity and allows the caller to change and update their address without the need for agent intervention or transcription.

StoreLocator

Speech-enabled application that provides the address of nearest store location based on the caller provided Zip Code.