# AgencyWeb® IVR

## Outbound

- Staff Shortages
- Emergencies
- Scheduling Changes
- Court Events
- Training Events
- Request Responses

## Inbound

- Punch In / Out
- Work Schedules
- Assignments
- Leave Requests
- Overtime Signup
- Training Events

# Integrated Voice Response

Orion's AgencyWeb® IVR platform enables personnel to perform inbound self-service tasks and receive agency-defined outbound notifications.  By adding AgencyWeb® IVR's inbound and outbound telephony services to the AgencyWeb® workforce management solution, organizations are able to offer alternative communication flexibilities for all personnel -- especially those in the field or those with no computer access.

AgencyWeb® IVR is a multi-service voice platform for all levels of staff and management.  It includes the ability to collect employee responses using speech or touch tone recognition and facilitate a two-way workflow when needed. With AgencyWeb® IVR, personnel can be given access to the right information, at the right time, by strategically automating agency-defined telephony interactions.

## Applications

By calling a number and following the prompts, end users can perform daily tasks -- such as retrieving schedule information, updating timesheets, and submitting leave requests. In addition to its inbound self-service capabilities, AgencyWeb® IVR can also automate agency-defined outbound calling to end users with notifications, event reminders and schedule updates to name a few more.

Integrated text-to-speech (TTS) gathers agency information and matches it with data from the AgencyWeb® system to dynamically fulfill employee inquiries and/or requests in a personalized and effective manner. The platform's speech technologies open the door for agencies to offer a much broader range of voice applications based on agency needs.

## Call Progress Analysis

With AgencyWeb® IVR there is no dead air when picking up a call from an automated call.  The system delivers industry-leading call progress analysis (CPA) capabilities for outbound IVR. This includes advanced detection of humans versus answering machines, fax machines, and other special information tones (e.g., a busy signal or TTY and TDD devices for the hearing impaired). Orion also allows customers to define the business logic associated with the different tones for improved handling and a better employee experience.

## Reporting

Because AgencyWeb® IVR integrates seamlessly with AgencyWeb® IWM and AgencyWeb® CourtNotify, call detail records are easily reported.  Information from all inbound and outbound calls are recorded and stored in the AgencyWeb® IVR database—thus making this data available for reporting purposes.  With its ability to access and analyze call data, the platform's reporting capabilities serve as a valuable tool for auditing purposes and decision making.

**Orion**
Communications
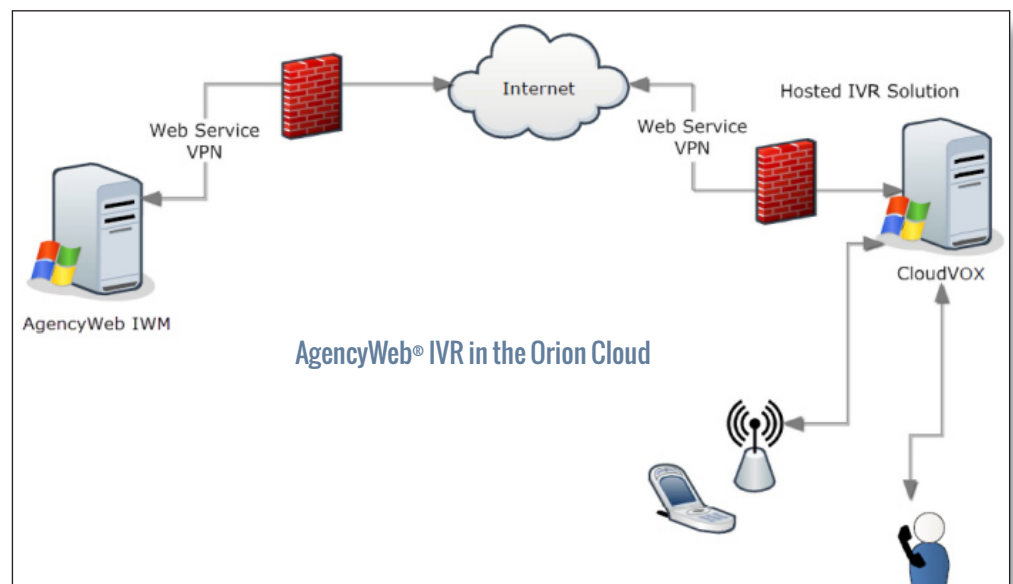
# AgencyWeb® IVR

## Key Features

- Centralized, role-based management

- Recording & secure input modes

- Unlimited DNIS (Dialed Number) to app mapping

- Switch/PBX independent

- Call logging and reporting

- Audio prompt/announcement playback

- Audio call recording

- Automated Speech Recognition (ASR)

- Text-to-speech (TTS)

- Audio playout jitter buffer

- DTMF tone detection and generation

- Outbound calling

- Intelligent Call Progress Analysis (CPA)

- Supports VoiceXML 2.x IVR

- Supports CallXML 3.0 IVR

- Runs on standard x86 platforms

- Wideband Audio

## Deployment

Orion's IVR team works with our customers to help generate highly customized applications based on agency requirements. Typical points of consideration include the agency's largest shift sizes in terms of personnel, whether the agency will be using inbound or outbound calling or both, and whether a backup system is required for added security.

Because of its stable and robust configuration, AgencyWeb® IVR is highly scalable and supports an unlimited number of simultaneous callers. From automated outbound notification messaging that record an employee's response to inbound self-service requests Orion's IVR application can streamline many common workforce interactions.

AgencyWeb® IVR applications can be deployed on-premise or in the Orion Cloud.



AgencyWeb® IVR in the Orion Cloud

## Interfaced IVR Platform

Orion leverages a proven interface to an IVR platform, Aspect Prophecy (formerly Voxeo), for the AgencyWeb® IVR offering. Prophecy is an industry-leading communications platform for inbound and outbound communications. It is built on Voice over IP (VoIP) technologies and supports VoiceXML, CCXML, ASR and TTS. It also offers call progress analysis for outbound communications, answering machine detection to direct call

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