Product Datasheet

inConcert Allegro Contact Center

IVR Applications Designer

inConcert Allegro Flow Designer

The simplest and fastest way to create IVR applications.

inConcert Allegro Flow Designer is a graphical tool for conveniently and rapidly designing IVR applications for automating telephone customer service.

Overview

Design your own IVR applications.

Use a visual and simple tool for developing potent IVR applications aligned with your organization's automated customer service processes. inConcert Allegro Flow Designer lets you program, to a high level, all of the inConcert Allegro IVR functions.

Take control.

Create your own IVR applications or make rapid modifications in response to changes in your business requirements, reducing implementation costs, development, testing, and production times.

Training.

Thanks to a complete training program, your IT team can acquire the knowledge necessary for implementing IVR applications on their own. Or if you prefer, our team of professional services engineers can take charge of creating highly personalized applications for boosting your customer service and business processes.

Integration with data and processes.

inConcert Allegro Flow Designer provides access to inConcert Middleware functionalities that let you integrate your IVR with the rest of your business data, systems, and processes.

Key Features

Nota: La implementación de algunas funcionalidades puede requerir servicios profesionales

- Data and systems integration features:

  - ODBC database access.

  - Server access via TCP/IP and Named Pipes.

  - Minis and Mainframes: IBM390, AS400, RS6000, among others.

  - Standard messaging: ISO8583, SWIFT, CNAB, XML.

  - Proprietary messaging: build and parse.

  - Middleware solutions: IBM-MQ Series, BEA Tuxedo.

  - Publication and access to Web Services: REST, SOAP.

  - Invocation of external processes and components: COM, CORBA, SOAP, RPC.

- Graphical interface for developing IVR applications and work flows.

- Controls:

  - Telephony.

  - Chat.

  - Email.

  - File systems management.

  - Middleware.

  - Speech technologies (TTS/ASR).

- Drag and drop technology.

- Boolean logic for decision making.

- Formal training program.

- Integración con inConcert Allegro IVR.

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CONTACT CENTER TECHNOLOGY

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