



Editorial Contact: Jackie Belasky  
Orion Communications, Inc.  
www.orioncom.com  
(337)852-3455  
jbelasky@orioncom.com

## FOR IMMEDIATE RELEASE

### **Orion Communications Adds IVR Technology to Its Online AgencyWeb® Workforce Management Software**

Dallas, TX (4/10/2015) – Orion Communications, a provider of public sector workforce management software and services, today announced the addition of IVR technology to its web-based AgencyWeb® software. By combining the comprehensive AgencyWeb® workforce management solution with a robust IVR platform, public sector agencies are able to extend many of the system's capabilities to field personnel or those with no computer access.

"It's a natural extension of our AgencyWeb product suite that's ideal for those agencies needing to expand their ability to coordinate with employees regardless of location." states Sr. Product Engineer, Tommy Hutson. "The mobile nature of our customers makes IVR an optimal solution for the growing demand for dynamic employee notifications and self-services."

With Orion's AgencyWeb® IVR, daily scheduling, court event management, disaster planning and day-to-day workforce management tasks are automatically delivered over a high-performance IVR platform that is fully auditable. As a result, personnel can be given access to the right information, at the right time, by automating agency-defined interactions. This includes the ability to collect employee responses and facilitate two-way workflows as needed.

AgencyWeb® IVR is built using Voice over IP (VoIP) technologies and supports VoiceXML, CCXML, SIP, TTS and ASR. Audio and text-to-speech (TTS) gathers agency information and matches it with data from the AgencyWeb® system to dynamically fulfill employee inquiries or requests. The platform supports self-service applications to SMS, IM, the mobile web and social networks like Twitter and Smart phone apps. It is available as either on-premise or cloud deployments.

#### **About Orion Communications, Inc.**

As Public Sector workforce management and data interface experts, Orion Communications is a leading provider of intelligence workforce management software. Orion's AgencyWeb® software and professional services help agencies with complex workforce management requirements. Orion has been serving the public sector since 1998 and is a certified women-owned business headquartered in Dallas, Texas. For more information, please visit [www.orioncom.com](http://www.orioncom.com) or contact Jackie Belasky at 214- or 361-1203, #2413 or at [jbelasky@orioncom.com](mailto:jbelasky@orioncom.com).

Orion Communications, Inc.  
8235 Douglas Ave., Suite 410, Dallas, TX 75225  
Phone (214)361-1203 | Fax (214)234-0790  
www.orioncom.com