

# snowIVR

SIP based IVR solution

DataSheet 2015-16

# Multi-Level Smart IVR Solution



Alcatel-Lucent

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UNIFY



# Never Miss a Customer !

# snowIVR

SIP based IVR solution



## Introduction

snowIVR is state-of-the-art CTI application from Yetti-Systems. Unlike, conventional IVR solutions, snowIVR is completely a software based service running on latest SIP technology.

snowIVR is a high functionality, low cost IVR system which does not require special or purpose-built hardware cards to offer media services. It works with all modern PBX platforms with SIP endpoints or SIP proxy support.

Fully integrated with variety of PBXs, it enables you to get the best ROI from your telephony infrastructure. snowIVR offers an intuitive user interface for you to develop smart, effective and professional voice responses for your ever growing business

snowIVR works on any standard Windows machine with a sound card.

snowIVR helps you improve call experience, customer services and ultimately customer satisfaction.

## Key Features

- Multi-Level IVR
- Easy to configure with GUI
- Multi-Site and Multi-Customer Support
- Welcome Guide for each site
- Direct transfer to extensions via extension input
- Divert from prompts to Pilots/ACD Group and Agents
- Navigation to any previous prompt
- Configurable option to prompt loop frequency
- Easy On-going Maintenance
- Device Association
- On-site installation by Yetti Systems

## snowIVR

### Optimises, supports, improves

- Integrated with industry leading telephony systems supporting SIP proxies
- Cost effective, easy to install and manage
- Reduces customer waiting time

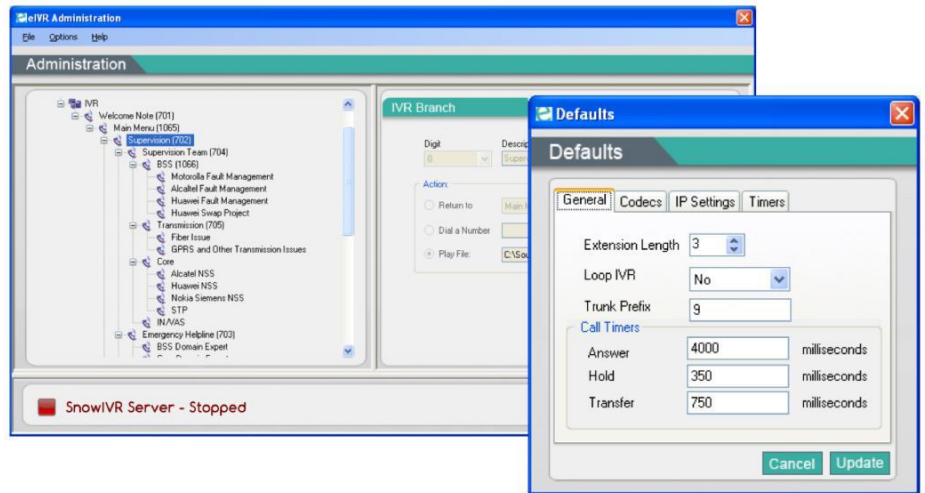
## Dynamic Interface Design

A simple yet intelligent design offers you the ability to customize the IVR system according to your network/telephony configurations. It allows you to control your IVR voice guides, dial routines and voice menu options with interactive and intelligent user interface.

# MULTI-LEVEL Smart IVR Solution

# snowIVR

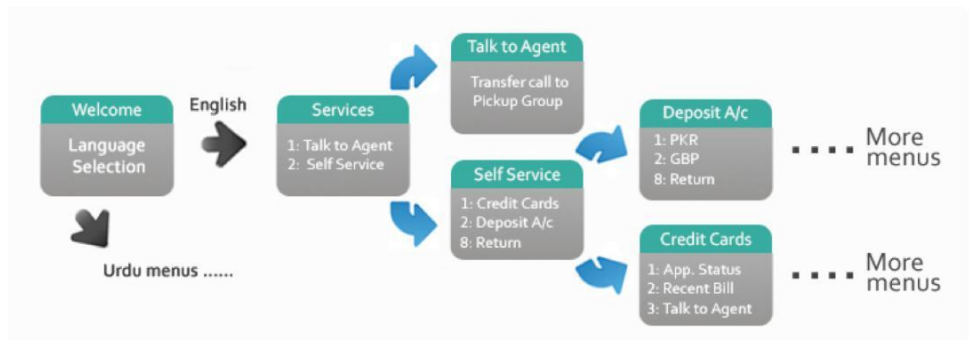
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## Scalable Architecture

snowIVR is built on a flexible and scalable architecture, making it suitable for start-ups and well-established business operations. It is adaptable and scales to your rapidly evolving IT and business needs.

## SnowIVR - Example



### Server Specification Matrix (Minimum)

Processor	2.13 GHz Dual core Xeon
RAM	6 GB
Hard Disk Drive *	500 GB
Network Interface Card (LAN Card)	2 Full Duplex Cards
Operating System	Windows Server 2008 (64 bit) Requires 1.5GB Disk Space
Pre-Requisites	Windows Server 2008 (64 bit) Requires 1.5GB Disk Space
MS SQL 2005 Express	MS SQL 2005 Express
Requires 400MB Disk Space	Requires 2.5 GB Disk Space

For a pilot-run of applications, please send us email at [mea.enquiries@yetti-systems.com](mailto:mea.enquiries@yetti-systems.com)

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