



Voice portal

Industry leading voice technology offering multiple applications.

Business issues

Organisations continually face the challenge of how best to achieve effective communication while under pressure to streamline business processes and reduce costs. The successful allocation of employee skills and resource is key to this, as they represent a significant cost and are key to business processes.

Cost efficiencies may impact the ability to meet customer expectations. Therefore technology must manage the difficult task of maintaining cost efficiencies, without impacting customers' experiences of the company.

Business problems

Investing in new technology is complex because it has to solve a number of business issues and, in most cases, companies are looking for a solution to the following problems:

- maintenance of a good customer interface, without heavy investment in sales, service, headcount or operating expenditure
- control of internal communication costs, especially those associated with the increasingly mobile workforce
- streamlining of employee contactability to simplify workflows and improve overall team productivity
- improved service to customers, without the associated investment in contact centre expansion
- effective integration of home and mobile workers into business processes

Solution overview

Siemens' leading-edge voice portal solution helps businesses keep pace with clients' demands and maintain competitive edge. The solution includes robust, industry-leading technology that meets the demands of an organisation looking to streamline existing resources and extend business processes.

Siemens' voice portal is fully scalable and offers a modular platform that includes the following applications: Leading edge natural speech recognition technology for automated directory services, a single number hot-desking application and advanced unified messaging for email, voice, fax and short messaging service. It also offers database management software that provides synchronicity across all business databases.

Business impact

Organisations want resources to be used effectively while keeping operational costs down. Siemens' voice portal offers:

- the ability to streamline and simplify operational costs without impacting customer or employee communications
- easy voice access to employees and information, regardless of an individual's physical location, overcoming barriers normally associated with remote-working
- improved customer service levels - by providing 24/7 access to a corporate directory, the solution helps ensure that customer Service Level Agreements (SLAs) and targets are met
- cost reduction - voice portal provides a Return on Investment (ROI) within 12 months. By automating operator services, headcount can be re-deployed or reduced – at an average of £25,000 per head.

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Who can benefit?

Siemens' voice portal enhances employee, customer and enterprise interactions, reduces communication barriers and improves process efficiency and reduces costs. It offers a number of benefits to both managers and employees:

- End users – benefit from 24/7 access to the corporate directory, as well as functions, such as, call screening and personal mobility support
- Customers – benefit from a single point of contact, resulting in improved response time and enhanced service
- Enterprise managers – voice portal achieves the dual goal of reducing costs through resource optimisation and improving customer service through enhanced operator servers and improved response time

Conclusion

Implementing a Siemens' voice portal solution creates a productivity revolution through the integration of the mobile and home worker with existing business processes and the extension of existing operator services.

Siemens' voice portal benefits the enterprise, customer and employee. By extending business processes and speeding up time-critical workflows, it improves process efficiency, team productivity and customer service.

To find out more or see a demonstration how Siemens' voice portal portfolio can improve business processes and increase competitive edge contact your Siemens account manager.

About Siemens Enterprise Communications Limited:
Siemens Enterprise Communications is one of the world's leading vendors of Open Communications solutions for enterprises of all sizes, enabling business processes to be more productive, faster and more secure – with any device, network or information technology infrastructure. The company is a wholly owned subsidiary of Siemens AG with 17,000 employees globally and headquarters in Munich.

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