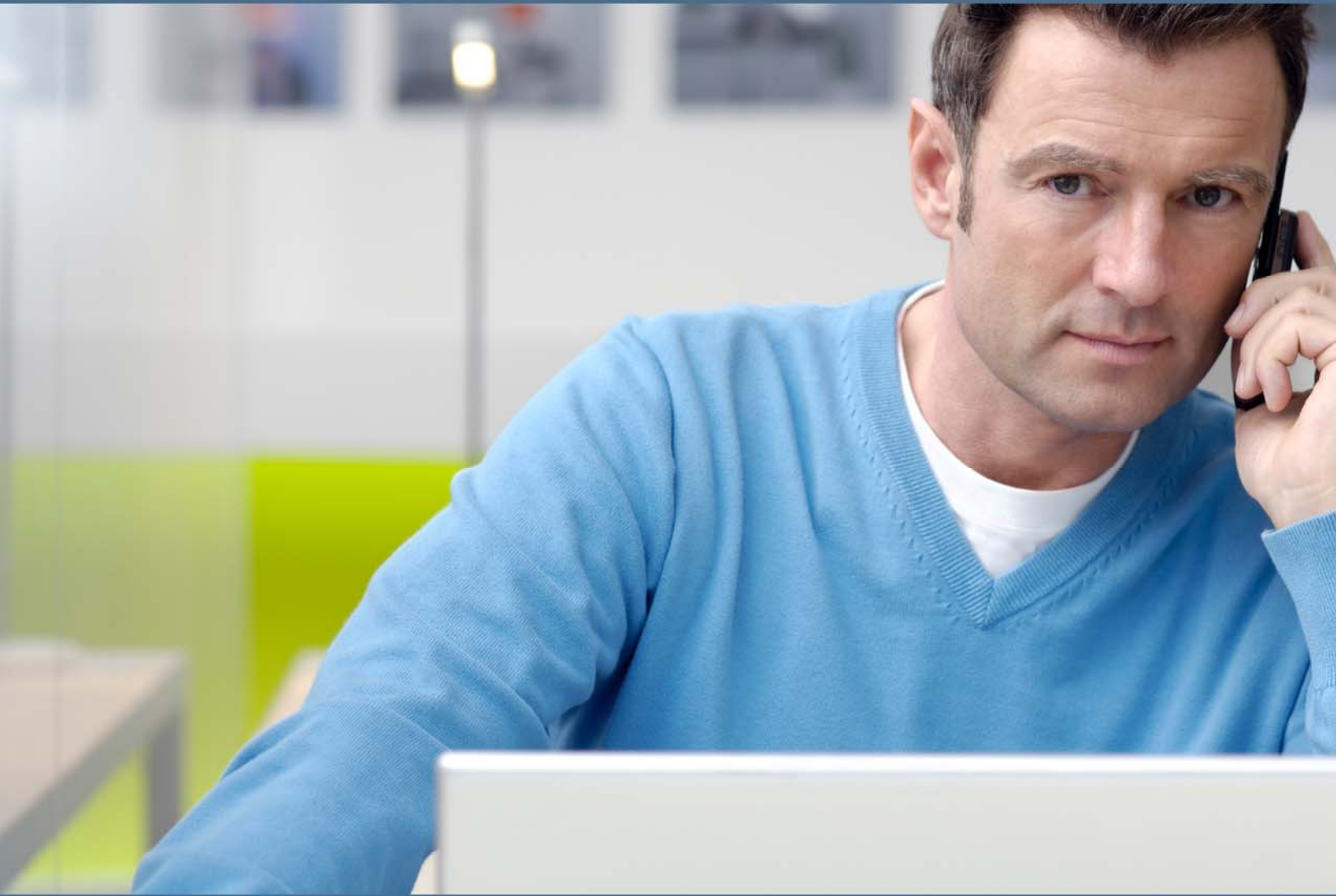


Speech - Your Way Do It Yourself (DIY) Think - Build - Deploy

ABBY Calling Technology



Call Center ABBY – “Have It Your Way”

Your Issues

Operating costs must be lowered, but it can't be at the expense of poor quality service. Customer retention, customer expansion and increasing profit margins need to be accomplished thru ROI in order to defeat the competition.

ABBY's Solutions

ABBY is an automated, intelligent, customer relationship tool - much like human but at a fraction of the cost. These inbound and outbound calling systems will help you to provide your customers with the consistent professional service that they expect while simultaneously increasing your profit margins. She will improve the accuracy and functionality of your call center as well as require fewer employees. ABBY can enable you to provide the services you want at the prices you could previously only wish for. We call this: Customer Retention and Expansion thru ROI.

- **ABBY Creates, Builds and Deploys within Hours** Think of what you'd like ABBY to do. Build it in our "Do It Yourself" studio. And then deploy it via VoIP across ABBY's infinitely scalable network. ABBY can pull data from external data sources and dynamically inject it into conversations. She stores all the responses in a database to personalize future interactions. ABBY remembers how past and present callers answered her questions so she can be sure not only to avoid repeating questions, but also to build on past responses to best help the customer. Imagine \$0 start-up costs, creating – building – and deploying in hours rather than weeks. Now that's a competitive advantage!
- **ABBY Answers All the Calls All the Time for Less** ABBY's flexible and unlimited call handling capacity allows her to answer any and all simultaneous incoming and outgoing calls for 35% less than other iVR services. You also will need less staff because ABBY can intelligently resolve many of the more routine calls with 100% accuracy.
- **ABBY Builds a Better Work Force** Spend less time getting better employees. ABBY can eliminate much of the hassle of hiring by Pre-Screening your job applicants to eliminate those who are not qualified. She can then schedule the interviews at times that are convenient for you. Then she can track individual employee performance. ABBY can record performance statistics such as calls/hour or average call length, as well as interpret and analyze the content of conversations. She can use this data to both produce reports for supervisors as well as flag under-performers.

Getting Started

ABBY can be easily integrated into a current system, or even start from a clean slate. With no hardware needs, ABBY can be ready for use sooner and more affordably than other iVR services. Set yourself apart from your competition by implementing ABBY's iVR Solutions into your business. Call an ABBY representative for more information and a live Demo - 1.877.305.1341