



# MESSAGEmanager SAP IVR

// MESSAGEmanager  
Solutions

Historically self service IVR applications have not been integrated into business IT applications due to cost and proprietary technology constraints.

Now with MESSAGEmanager standards based tools and technologies, integrating speech-enabled self service with SAP applications is a cost effective reality.

Self service access to SAP Business Applications improves customer service and reduces infrastructure and manpower costs. With 24 hour self service access to applications such as payroll inquiries, scheduling, expense reporting, benefits enrolment, time entry, schedule and flight information, dealer/store/ATM locator, order status, mortgage/loan rate finder, meter reading, ticket management, billing problems, product return authorizations, bill payment, name and address changes, order placement, account activation and enrolment.

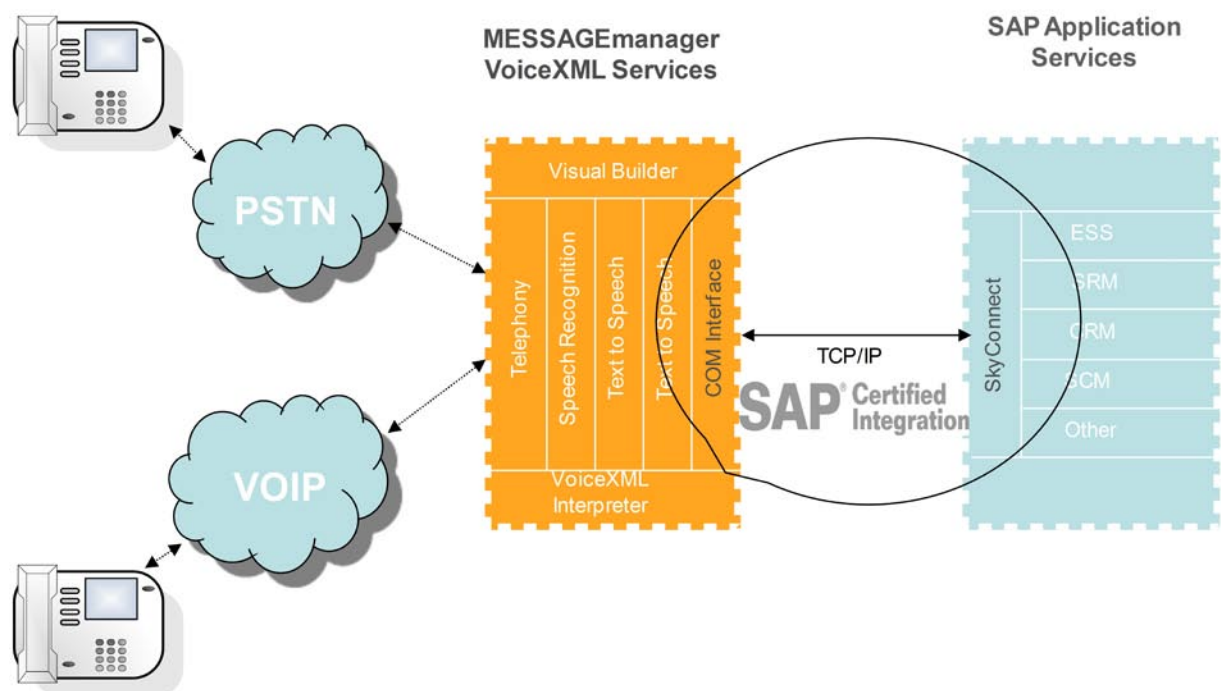
## SAP Speech Enabled IVR

MESSAGEmanager Speech Enabled IVR services are based on VoiceXML, a web based mark-up language designed specifically for establishing dialogs with callers over the telephone.

MESSAGEmanager supports all VoiceXML 2.0 tags and JavaScript using native Microsoft XML and scripting engines.

MESSAGEmanager handles the telephony integration, caller input (voice or touch-tone recognition) and output (playing recorded audio prompts or Text to Speech).

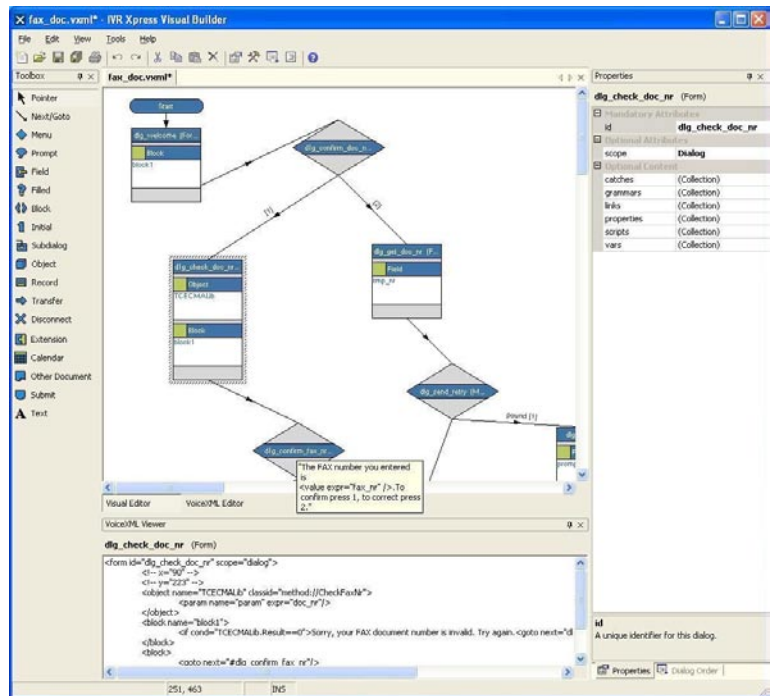
Sky Technologies SAP Certified SkyConnect running on SAP Web Application Server provides the integration to the Application Services.



## Define Telephone Dialogs Graphically!

MESSAGEmanager Visual Builder is a powerful graphical tool designed for business analysts and developers who may not have programming skills but focus on knowledge of the call flow, systems, and data. Visual Builder contains a number of building blocks that represent connectors to database and web services, speech grammars, dialogs and prompts from which entire applications can be created.

The resultant call flow automatically creates the VoiceXML code to allow callers to interact with SAP business applications.



## Professional Services

MESSAGEmanager Solutions provides a comprehensive set of services from the early stages of project evaluation to the integration with SAP in conjunction with our partners and third party consulting organisations.



### MESSAGEmanager Solutions

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