



## CAPABILITIES

- Contact Center Solutions
- Custom IVR Development and Hosting
- Virtual Call Center Applications
- Toll-Free and Local Number Hosting and Provisioning
- Call Routing Solutions
- Payment Processing Applications
- Outbound Broadcasts
- Professional Voice Recording Services
- Live Agent Call Center Services 24/7
- Inbound and Outbound Survey Services
- E-Mail Support Customer Response
- Transcription Services
- Real-Time Reporting/Monitoring ([portal.contactautomation.com](http://portal.contactautomation.com))
- Text-To-Speech and Voice Recognition Services



## PREMIER PROVIDER OF MANAGED IVR AND CONTACT CENTER SOLUTIONS

### Business Benefits

Contact Automation is an Interactive Voice Response and Contact Center Management Company located in Atlanta, GA. We have been providing quality Interactive Voice solutions to a wide array of customers for over a decade. We pride ourselves on understanding the needs of businesses and providing automated solutions that allow companies and organizations to efficiently communicate with their customers, clients, and partners.

Contact Automation's robust technology platform, global contact center vendor network, and expansive live agent staff ensures that every call is answered whether via our automated system or in the manner our customer requires. Because each of our operations adheres to accepted quality standards, we can ensure that every call is handled with a consistent level of service, regardless of location. Our sophisticated web-reporting capabilities assist with time-sensitive media tracking and provide access to critical data 24/7, as well as the ability to remotely monitor agents real-time, using our state-of-the-art technologies.

### Technology Overview

Contact Automation offers a feature rich and robust cloud-based platform to deliver services. Our IVR and Contact Center services are fully-scalable and enable us to design a custom application for any business situation.

With Contact Automation's suite of services we provide the latest in IVR and Contact Center technology with minimal upfront investment. We use carrier grade equipment to provide redundant solutions. Our cloud-based platform allows you to benefit from technology upgrades with no capital expenditures.

Contact Automation's team includes a wide array of tenured industry professionals that are dedicated to supporting our customers' needs in the most efficient matter possible.

## ABOUT CONTACT AUTOMATION

Contact Automation's IVR and Contact Center technology will assist your company in achieving the highest level of customer satisfaction through call automation and live agent support. Our professional services team is dedicated to providing your customers with a superior level of user experience. Specification documents are created during the discovery process to assure a thorough call analysis appropriate for your line of business. Contact Automation is committed to providing an end-to-end experience to meet all of your contact center needs.



## OUR PRODUCTS

### Hosted IVR

Contact Automation's Cloud-based IVR Services enable and service all kinds of telephone interactions in today's complex world. Our team of experts can design, develop, host, and maintain your specific IVR application using the latest in call automation IVR technologies.

### Call Routing

Contact Automation provides virtual routing capabilities with blended answering options for almost any business situation. Flexible call routing and answering rules can be developed to provide powerful ways to handle your incoming calls. With our large scalable service we can handle anywhere from tens to thousands of calls simultaneously.

### Live Agent Contact Center Services

Contact Automation's US based Contact Centers provide 24/7 call answering services. Whether you require an Inbound or Outbound live agent service, we can handle your calls professionally and efficiently. We maintain well trained highly efficient Call Center personnel.

### Email Support

Through "Contact", our e-mail response management application, we can provide e-mail support for your specific company needs.

### Transcription Services

Through our extensive transcription resource network we can transcribe recorded audio such as recorded comments, name and address, product name, etc. in near real-time. Transcriptions are completed via the Contact Automation network and provided for customer access through our customer portal.

### Professional Voice Recordings

Contact Automation contracts with a wide variety of industry best professional voice talents to help produce high quality voice prompts for your specific voice project. We currently support up to 32 different Professional Voice Talent language options.

### Automated Payment Processing

Contact Automation's "over the phone" automated payment service makes paying invoices or making other payments convenient for your clients while reducing your processing costs. Automated Payment Processing gives your customers 24/7 payment access without the need for live agents.

Contact Automation is a premier provider of IVR and Contact Center solutions served via our cloud-based IVR platform and live agent team. Our cloud-based services provide a cost effective model for deploying enhanced applications. Our services permit our customers to eliminate the need for hiring expert staff and ongoing infrastructure costs. Our facilities are provisioned with a high level of redundancy. Multiple carriers are used as necessary to provide the most efficient and cost effective call routing solutions. All Contact Automation hardware is located in state of the art secure sites with real-time monitoring. We use a wide array of industry best partners and personnel to provide feature-rich applications and solutions.



[WWW.CONTACTAUTOMATION.COM](http://WWW.CONTACTAUTOMATION.COM)

## CONTACT

(877) IVR-WORX (487-9679)  
contactus@contactautomation.com

## MAILING ADDRESS

Contact Automation, LLC.  
1905 Woodstock Rd, Suite 1200-1250, Roswell, GA 30075