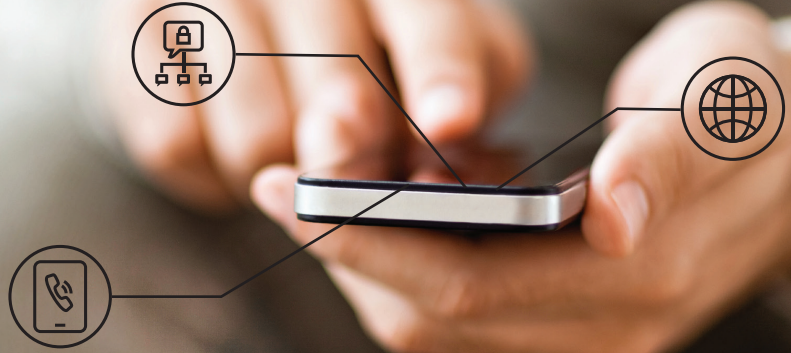


CUSTOM/IVR



1,000 Ways to Make Life Easier

With more than 25 years of experience in custom interactive voice response (IVR) software development, Mutare's reputation for consistent performance, depth of knowledge, innovative solutions and outstanding support is undisputed. Thousands of clients from around the world have benefitted from Mutare solutions that automate tasks, save time, reduce costs and improve service. Custom IVR applications development is just one more way Mutare is making life easier – one solution at a time.

WE'LL HANDLE THE CALLS

In a world of tight budgets and growing workloads, managers must make the most of their existing staff resources. Take a look at your operation and see how much time your people spend on repetitive activities, such as:

- answering standard query calls from customers
- making reminder calls to clients or patients
- managing benefits enrollment and/or benefits changes
- delivering instructions and/or work assignments to field personnel/technicians
- handling employee absence calls

- fulfilling requests for materials (forms, brochures etc.)

These are just a few examples of activities that can be accomplished faster, better, and at significant cost savings through a Mutare application tailored to you and your organization.

Mutare writes IVR solutions for the Mutare Communication Server platform as well as for Avaya's Voice Portal.

Want to learn more? Contact a Mutare representative in your area, or visit mutare.com.



“ I knew that we could count on Mutare to come up with a solution to our phone call overload. But what really impressed me was how easy they made it for all of us.”

Sherry Bittles
Wayne County Treasurer's
Department