

AnyTransactions' Engagement Methodology

Introducing voice applications into a company should be approached in a well-planned, consistent fashion and with thorough understanding of critical success factors. As your company investigates the possibility of using voice interface applications to reduce costs, improve customer service and/or generate additional revenue you need to know what steps it takes to make voice interface applications a reality and a measurable success. AnyTransactions' engagement methodology ensures customer requirements are turned into usable and cost effective voice applications in 90 days.

Discovery

- Validate customer business application – does it make sense
- Review pricing and potential ROI – ensure sound economics
- Discovery Meeting – achieve a solid definition of the scope of the application
- Draft and present proposal letter and agreement
- High level requirements analysis
- Final scope and signed agreement

Application Development

- Ongoing discovery and functional specification definition
- Completed Design Specification and Project Plan delivered, reviewed and approved
- Customer accepts specification
- Voice Interface Application designed, built and tested
- Grammar development & tuning
- Audio design and production
- Iterative testing
- Application deployment

Post VIA Deployment

- 15-30 days of tuning
- 90 day follow-up
 - Tuning
 - Performance monitoring
 - Customer usage & satisfaction
- Follow-up every six months
- Monthly technology newsletters

Simply Speaking.
With Voice Interface Applications,
A “Voice «» Person «» Computer” Process
Becomes a “Voice «» Computer” Self-Service Experience

Using its integrated VIA ToolSet, AnyTransactions designs, installs and manages voice interface applications. Spoken words and any telephone become the interface to access existing web-based or database applications.



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