

RIGHTNOW VOICE™ PORTFOLIO OF APPLICATIONS



RightNow Voice helps organizations deliver a superior customer experience by offering voice-driven applications that dynamically present a wide variety of options and content to callers. Voice applications act as “live” agents and seamlessly co-exist with customer service agents and other resources—either fully or partially automating calls—thereby providing advanced self-service to customers quickly and efficiently. RightNow Voice applications are fully integrated with the existing environment, leveraging infrastructure investments including ACD, CRM and CTI.

RightNow Voice supports complete multi-channel self-service strategies, ensuring that customers will receive consistent information across channels. It can be fully hosted by RightNow or deployed on-premise where speech infrastructure is already in place. Enterprise resources will be lightly impacted since RightNow Voice is offered as a managed service, meaning RightNow provides continuous support with no hidden costs.

Benefits:

- Allows customers to solve their questions themselves over the phone
- Consistency of answers for all channels
- Hosted and on-premise delivery options
- Managed Service ensures ongoing success

RightNow Voice Portfolio

Knowledge Management	Enable your customers to use natural language voice commands to navigate and select answers to their questions from an existing RightNow knowledge base.
Incident Management	Capture and place caller requests in RightNow's case management suite.
Location Finder Management	Provide callers with a list of business locations based on their search criteria.
Survey Management	Handle the process of creating and delivering surveys over the telephone using high quality speech recognition technology.
Status Management (Order, Rebate, Repair, Delivery)	Allow callers immediate access to the same databases available online to agents and web users alike, providing them the most current status information regarding their order, rebate or repair request.
Password Reset Management	Allow customers to change their passwords securely and privately over the telephone.
One Number Routing Menu	By dialing one number and using natural speech, customers interact with a system which directs them to the most appropriate department, service agent or self-service option.
Managed Services	May include voice talent, grammar tuning, regular meetings, performance reports and 24 x 7 support.

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**RIGHT
NOW**
TECHNOLOGIES

Please contact an account manager for more information about RightNow Voice.