

We have the missing piece to your call center puzzle.

The right choice for voice.

When it comes to implementing IVR and speech solutions Diagenix is always the right choice. We focus on providing ready-to-run and custom applications that can either be run in a standards-based environment or hosted in our application outsourcing facility. No matter how large your requirements may be, Diagenix can provide all the tools and expertise you need to solve your toughest call center problems.



Voice and IVR Products

Diagenix offers a wide variety of general purpose and industry-specific applications that are ready to run out-of-the-box using most standard voice environments. Our applications are feature-rich, battle-tested, and very affordable. We differentiate ourselves by using a powerful integrated common services platform that has been designed to provide each application with a comprehensive set of core functionality that can be easily adapted to new environments, new applications, and new requirements.

Ready-to-Run Applications

Our Teleframe[®] voice applications come pre-loaded with features and components that have been designed to get you up and running within weeks—not months. We can provide all the necessary hardware and software as a single self-contained solution or you can choose to deploy our voice applications using your own standards-based VoiceXML, and CCXML platforms.

Custom Applications

Diagenix can help you build a completely customized voice application in less time—and for less money—than you could develop one in-house. We couple a highly skilled staff of engineers, years of experience, and the power and flexibility of our Teleframe[®] Voice Application Platform to rapidly produce high-quality, full-featured IVR and speech applications in a fraction of the time of competing approaches.

Servers and Tools

Diagenix offers tools and voice servers to help get your voice application deployed quickly and effectively. Our commitment to vendor neutrality paves the way for you to choose just the components that best fit your requirements without being locked into a single vendor solution or having to buy features that will not be needed.

Voice Application Hosting

Hosting your voice applications with Diagenix is fast, safe, and cost-effective. We offer a complete range of services and solutions designed to get you up and running quickly regardless of whether you choose to develop your own application or you choose from our collection of ready-to-run and custom hosting options.

Our environment supports traditional touch-tone IVR, speech recognition, text-to-speech, CTI, in- and out-bound call control, back-end voice and data integration, VoIP and more. We make it easy to get your applications up and running quickly. Diagenix also offers substantial discounts and upgrade credits towards the purchase of systems, software, and services.

Hosted Voice Applications

Diagenix offers all of our industry-specific packaged voice applications on a hosted basis. This low-risk approach allows you to setup, deploy, and run our fully featured enterprise voice applications in much less time, and for much less money, than would be possible using other approaches. All of our applications come with an extensive set of features and shared components that have been tested and refined through years of user feedback.

Hosted Solutions

Diagenix hosted voice solutions are pre-configured, ready-to-run voice services that are available on a subscription basis from our hosting operations center. We take commonly used voice-based functionality and pair it with services and support designed to satisfy the most demanding service-level requirements and mission-critical application scenarios. You get everything needed to be operational in the shortest amount of time and with the least amount of effort.

Professional Services

Discovery, collaboration, design and execution are just some of the key elements we focus on to deliver quality results. We are committed to understanding your business needs and applying the right mix of technology, applications, and services to create a well-designed and cost-effective solution. Whether you need assistance in building a business case, developing one or more voice applications, integrating an existing solution, adding CTI capabilities, or finding an experienced managed hosting provider, Diagenix services are a powerful recipe for achieving your objectives.

Integration Services

We understand that your enterprise is supported by a wide range of systems and applications. We employ proven processes and expertise to leverage your existing systems and applications by effectively integrating them with proven technology.

Call-center Services

Diagenix Call Center Services offer a scalable on-demand workforce without the headaches typically associated with an in-house call center. We combine the resources of strategic partners representing over 300 customer service representatives located throughout the US and Canada using a common distributed telephone system. This large virtual operation center offers our customers a way to outsource some, or all, of their call center operations.

Support Services

When problems occur you need a dependable resource to call upon to help resolve the trouble. Diagenix Maintenance and Support plans give you the peace of mind of knowing that a dedicated support team is available to quickly answer your questions and resolve your difficulties whenever the need should arise.

Ready-to-Run

Diagenix offers a variety of Teleframe® voice solutions that have been developed and refined over a period of time spanning more than twelve years. Our systems and software are feature-rich, mature, and ready to run as-is, or can be quickly and easily customized to suit individual requirements.

Diagenix has everything needed to provide fast dependable service for a wide range of different industries and call center needs:

- ❖ Insurance
(Life, Annuity, Group & Health)
- ❖ Financial Services
(Mutual Funds, Proxy Voting, Banking)
- ❖ Transportation
- ❖ Healthcare
- ❖ Government

We offer a number of voice applications that are available as either premise-based products or hosted solutions:

	Packaged	Hosted
<i>Solutions for Insurance</i>		
Teleframe® OnCall:Insurance™	✓	✓
Uni/Group™	✓	✓
Uni/Life™	✓	✓
Uni/Voice™	✓	✓
<i>Solutions for Financial Services</i>		
Uni/Mutual™	✓	✓
Vote-By-Phone™	✓	✓
<i>Solutions for Any Industry</i>		
Teleframe® SmartAlert™		✓
Teleframe® SmartGuard™		✓
Teleframe® TF*Notify™	✓	
Teleframe® VoiceXPress™		✓
Teleframe® ResponseCenter™		✓
Predictive Dialer	✓	✓

Teleframe® voice solutions provide a depth and breadth of voice application functionality and deployment options that are unmatched in the industry. If you're looking to add voice services to your organization, look no further than Diagenix—we have everything you're looking for.

We Make it Easy

Diagenix understands that each application has different requirements when it comes to features, capacity, and cost. That's why we offer a complete range of purchase and deployment options for each of our Teleframe® voice solutions and services:

Buy, lease, or host

Choose the features you need, the capacity required, and deployment model that best suits your requirements. All Teleframe® voice solutions are available in standard configurations or can be customized to run in your location or ours.

Fixed-cost or à la carte

Purchase any combination of Teleframe® hardware, software, and integration and customization services for one low fixed cost or purchase the hardware and software and pay for additional services as necessary using a standard time and materials basis.

Performance guarantee

Take advantage of our unique Shared Risk purchasing option to lock in low discounted purchase prices for hardware, software, and services. Diagenix then earns bonuses by tuning your applications to hit predetermined performance and cost-savings targets.

The Teleframe® Advantage

All Diagenix voice solutions feature the power and flexibility of the Teleframe® Voice Application Platform. Voice applications built using the Teleframe® platform benefit from an extensive set of standard built-in capabilities and functionality:

- ❖ Standards-Based Environment (VXML, CCXML)
- ❖ Support for Speech- and/or DTMF-enabled Functionality (mix & match as needed)
- ❖ Seamless Integration with Existing Infrastructure
- ❖ Vendor-Neutral Design (no vendor lock-in)
- ❖ Built-in Logging / Reporting / Analytics
- ❖ Advanced CSR Handling and Routing Capabilities (service groups, load balancing, and time-based routing)

To learn more about the Teleframe® Voice Application Platform please visit our web site at www.diagenix.com, or call us at 1.866.425.6600.



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