

DELIVERING SOLUTIONS ON TIME, ALL THE TIME

TVC develops innovative voice and SMS related applications for telecommunications companies, mobile phone operators, and a range of network users. We are dedicated to developing profitable partnerships that benefit our business partners, their customers, and ourselves. Understanding today's market imperatives, our approach is founded on fast, practical and creative responses, with the emphasis on user simplicity and cost effectiveness.

IVR SYSTEMS AND APPLICATIONS -AUTOMATING THE ROUTINE

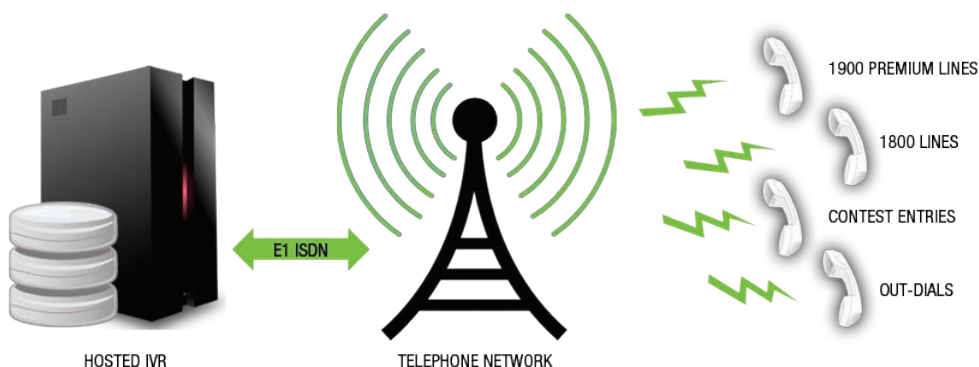
Interactive Voice Response Systems (IVR) are great tools for handling repetitive types of calls. This includes information hotlines, lucky draw entries, surveys, checking examinations results, to name a few. The IVR can also interact with other external systems to extract dynamic information based on the call.

Since 1995, TVC has been designing and delivering IVR systems to handle all types of bespoke services. We can provide a turn-key IVR system or a hosted solution based on our customer's requirement.

SYSTEM ARCHITECTURE

Our systems and applications are developed by leveraging "best-of-breed" strategic partnerships with industry leaders using client-server open architecture for maximum compatibility and scalability.

- Client-Server architecture
- E1 ISDN support
- MS Windows Operating System and MS SQL Database



APPLICATIONS

Information Hotlines

Call Back Services

Out-dials for Marketing and Reminder Services

Personnel Recall

Tele-Surveys

Tele-Voting

Feedback Lines

Membership Rewards Balance Enquiry

School Admission Status Enquiry Lines

Examination Results Hotlines

Bespoke Services

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