



NATURAL RESPONSE OPERATOR™ **'delivering a better caller experience'**

Say Goodbye to IVR , Goodbye to touch tones, and Hello to Natural Response™.

More and more clients are becoming more and more frustrated with the complexity and time it takes to contact the right person or department at the right time. Consumers are simply running out of patience when it comes to IVR and menu-based switchboards, and if you consider that the way you attend to your customers, is the way they regard you and your service.

The problem is not about automation per se, but the robotic and structured lists of options that today's automated systems deliver.

At last, there is a better way. Manchester-based RSVP Dialogue has been working on a fully conversational way to handle calls using speech instead of buttons. The service, Natural Response OPERATOR™ was launched in April 2004 and has already seen success in the Public Sector.

According to Barry Burns, Public Sector Coordinator at the company, "Natural Response is the first truly intelligent speech-based call reception system specifically designed for Government Organisations. Welcome your callers in a highly professional, conversational and friendly manner, then automatically forward them to their chosen destination. Natural Response OPERATOR™ is the ideal aid to improving your communications with citizens by enhancing your image, whilst improving efficiency. It delivers the perfect balance between call-automation and customer service improvement, freeing your valuable resources."

No additional equipment is required and it is compatible with your existing telephone equipment and lines, again enabling you to achieve best value within tight budgets.

For more information visit www.rsvpd.com or telephone 08700 117961 and ask for Natural Response™ or email: barry@rsvpd.com