



Stingray is a high value assessment of your IVR system placing high-end call processing development at your command. It allows you to build custom, interactive voice applications that allow callers to access information stored in database, text files, network drivers and virtually anywhere. Our best practice approach alongside our wide international experience and highlights ways to improve self-service systems providing you with prioritized recommendations designed to deliver greater business benefits.

System Features:

Create/Edit/Delete applications with the possibility to have different applications with the same/different phone number (ANI).

Playing/recording sound files.

Multi language support.

Different tree paths according to the caller one digit input.

Global variables for each application like Caller ID, Time of call, Date of now, Epoch, etc...

Playing dates, numbers, and spelling words.

Database integration.

Select, insert, and update database records using caller input or predefined variables.

Variable manipulation (addition, subtractions, multiplication, etc...).

Date-Time manipulation.

Switching the language of the system at runtime.

Faxing Integration.

JAVA Classes integration.

Key benefits:

Mature and Robust Feature Set: including: touch-tone input, audio recording, the ability to play recordings, call switching, conferencing, and much more...

Reduced Total Cost of Ownership: In Stingray® IVR model, there is one system that can serve several dynamic IVR applications.

Benefits of Java: provides unparalleled freedom to create, deploy and easily maintain automated telephony applications also eliminates the need to learn difficult proprietary telephony languages.

Extensive integration capability: Stingray Java-based platform can easily integrate with any enterprise application that supports standard communication and data access protocols.

