



Custom IVR Solutions

Omniphone's experience in the telecommunications industry, particularly in the corrections market, allows us to offer products that meet specific needs. Omniphone now offers custom solutions for your own Interactive Voice Response (IVR) System.

A custom IVR system from Omniphone can do many things, including allowing callers and inmates to access information retrieved from an on-site database. Examples include your booking or jail management systems, commissary, or state inmate databases. An IVR solution from Omniphone will save your facility time and money by decreasing the number of man hours spent providing information to callers and inmates.

Benefits

- *Cost Effective*

Omniphone can provide a custom solution for less than some mass produced alternatives.

- *Effectively Provide Information To Callers*

Callers and inmates will appreciate the ability to access the system anytime.

- *Increase Employee Productivity*

A custom Interactive Voice Response system from Omniphone will allow your employees to focus on important tasks, while callers and inmates are still able to access important information.

- *Customizable*

Omniphone can customize the system to provide callers and inmates with multiple pieces of information. The system can be designed to access information from different database types including MSSQL and MS Access.

- *Economical Support Plans*

Support is included for the first year and Omniphone offers an industry leading support plan for a fraction of the cost.

- *Easy Setup*

IT department personnel will be able to configure the system, saving installation costs. Omniphone also offers economical on-site installation and training packages.

- *Web Interface Included*

Family and friends can also access information over the web with the provided web interface. The interface can be incorporated into your organization's web site.