

AUTOMATIC VOICE DIALER



~ \$37.4 million,
savings (per
month)

Automatic Voice Notification to Field Engineers based on ITSM Ticketing Tool

Business Requirement

The telecom infrastructure is closely monitored by the IT and Telecom Infrastructure. The Network Operation team controls the operation and maintenance of the installed system, nodes in the network based on the events and alarms are generated by the system and engage respective teams to take corrective action within define SLA. This is done manually, so we need to have a system which can be automated and handles thousands of requests in a day and respective escalations.

Solution Proposed

To solve the above business requirement, TechBridge identified the key components and then proposed the below solution: -

- **Web app as middleware application:** This application will work as middleware in between Ticketing Tool & Telephony System. This component will be handling the request generated from the ITSM infrastructure and managing the way to generate such calls automatically and also handles the response mechanism.
- **Voice component (Dialer):** For this, BridgePBX solution will be provided & component is responsible for Auto Dialer component. It also has a component named TTS engine which converts real-time text to speech voice which is played as a dynamic announcement for each tickets uniquely.
- **TTS engine:** A TTS Engine converts written text to a phonemic representation to waveforms that can be output as audio file and then audio file is converted into the Indian English Accents; will be passed to telephony server.
- **Dashboard & Reporting Module:** The dashboard can be customized, ex: user base/circle wise/region/area etc. It gives the birds eye view of the whole system like how many requests have been received, how many calls are been made, what is the success and failure proportions, etc. The reports generated will be in the form: -

- ITSM Requests vs AVD call statistics i.e., duration/pass/fail/etc.
- Customized reports



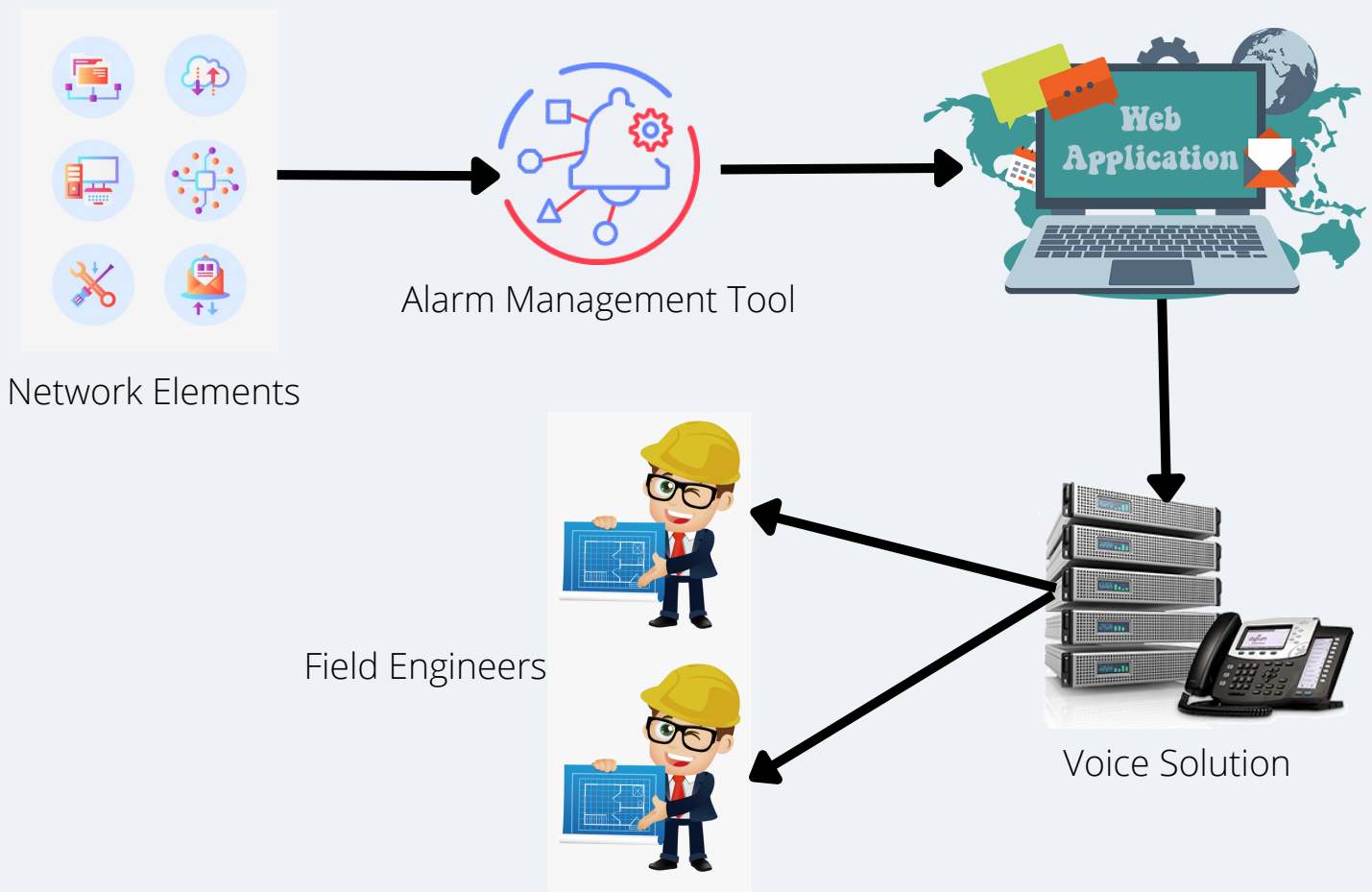
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Making the World Smarter

Benefits after
the
deployment of
AVD solution

No manual calling

~\$37.4 million, savings
(per month) can be
achieved, for 100k call
volume per day.

The Architecture



CONTACT:

Mail us at: sales@tech-bridge.biz

LinkedIn: https://www.linkedin.com/company/techbridge_2

Website: www.tech-bridge.biz



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