



## Messaging & Communication

# FCS Hotel IVR

Comprehensive IVR solution to promote efficient handling of incoming calls



For a customer service oriented company, an Interactive Voice Response (IVR) is normally the first stop for the caller. Hence, FCS Hotel IVR was designed to heighten the customer service experience.

With an IVR system, room reservations will be made easier, amongst other uses. In addition, the FCS Hotel IVR has distinct advantages to the hotel staff too. By freeing the operators/call center agents to focus on more important tasks, tasks are completed more effectively. Being a software based IVR solution that interfaces with many kinds of host/databases, seamless integration is actively pursued.

### □ Feature List

- Inbound and outbound calling capability.
- Multiple language voice announcements.
- Key ahead features.
- Supports ISDN, E1/T1, DID and analogue interfaces.
- Multiple application capability.
- Import customer database into FCS IVR system.
- Voice broadcast.
- Fax compatibility - retrieval of fax on same call or redirect fax to dedicated fax machine.
- Password protected.
- Open system compatibility - interface to host/database such as AS/400, Sybase, Informix, Microsoft Access, Microsoft SQL Server and Oracle.
- Self-Diagnostic capability via, pager and SMS.

### □ Contact FCS

For more information, please contact your FCS Computer Systems office in your country:

#### **FCS Computer Systems (Malaysia)**

Corporate Head Office  
C-10-5, Block C, Megan Phileo Avenue,  
12, Jalan Yap Kwan Seng  
50450 Kuala Lumpur. Malaysia  
Tel: (603) 2167 6888  
Fax: (603) 2161 1860

#### **FCS Computer Systems (Malaysia)**

Operation & Development Office  
Tel: (603) 7953 7357

#### **Singapore**

Tel: (65) 6723 6888

#### **Thailand**

Tel: (662) 670 4188

#### **Australia**

Tel: (612) 9283 2388

#### **Hong Kong**

Tel: (852) 2513 8888

#### **Philippines**

Tel: (632) 811 8488

#### **India**

Tel: (91) 11263 31589

#### **China**

Tel: (862) 163 906 896

[www.fcscs.com](http://www.fcscs.com)