






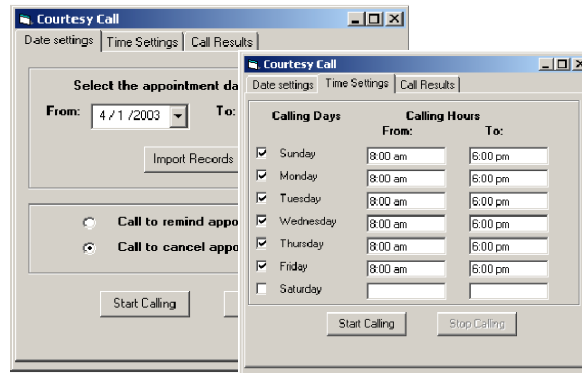
Courtesy Call™

Automatic Reminder Application

The **Courtesy Call™** IVR application from Alternate Access® automatically reminds your customers of important events.

Benefits

-  TeleVantage IVR Plug-In Application
-  Easy to Install
-  Easy to Use
-  No Separate Voice Boards Needed
-  Automatic Appointment Reminders



Automatic Call Reminders



Many of your customers depend on reminder calls to confirm an appointment or advise them of status.

With the Alternate Access **Courtesy Call** IVR application, that process can be almost totally automated. **Courtesy Call** can be integrated or be set-up to import lists of contacts. The system will then automatically call all the contacts and deliver a message. If an answering machine responds, the message can be left there as well.

The easy to use **Courtesy Call** Interface allows you to easily set-up the calls limiting the date and time range that the calls are made. It will also provide reports that will show which customers confirmed, declined, or conditions such as ring no answer, busy or early hang-up. **Courtesy Calls** saves your staff time and provides customers with those all important reminders to help reduce your number of no-shows.

Alternate Access, Inc.

Alternate Access® provides easy-to-use, converged communications solutions for companies, large and small, which value the telephone as their communication lifeline to customers. The company specializes in application development and integration of software-based telephone systems, fax, interactive voice response, speech recognition, Internet, call centers and CRM to boost productivity, customer loyalty, and profits. Alternate Access quickly gets to the core of how your business works and combines the convenience of your telephone with the intelligence of your computer for bottom line results.