

What is Call-Q?

Call-Q is a new product created by **Teledata Converge Solutions, Inc.**, which provides inbound and outbound Interactive Voice Response that can connect to different data sources via ODBC connectivity or Web Services.

TCSI's Call-Q IVR System seeks to provide high call quality and seamless customer experience by customizing it according to our clients' preference and in compliance with the law.



Product Features:

- ✓ **BSP Compliance Announcement Recording**
 - Audio recording will include announcement that conversation may be recorded
 - Call Classified as Voice or non-Voice and ability to identify live customer connects
- ✓ **Menu Driven After Call Survey**
 - Collect customer data and preferences without live agents
- ✓ **Integration to other Applications that requires IVR functionalities**
- ✓ **Integration to Omni-channel (Email, Chat, SMS, Fax, Social Media)**

With TCSI's expertise in application development, our team creates a working environment with limitless possibilities.