

Cry for Help

Computer Tips & Tricks for the
novice to the advanced.

Telcos

Probably one of the most frustrating things these days with call centres is the computer that asks all those questions before putting you through to a consultant, only to have to answer them all again when you finally speak to a person.

But – there is a good side to this voice recognition software that has been developed over the last few years. When it is implemented well it can be very useful technology. Here is a couple of things I have discovered this year that you may be able to put to good use.

1) Desktop Messaging – ie send a text message from your computer desktop. It's so much easier using a full keyboard than a phone keypad or the tiny keyboard you get on some phones. Better still when you need to send the same message to groups of people.

2) Did you know that message texts can now be sent to a land-line phone. The text is converted to voice, the land-line phone rings, and when the phone is answered the message is delivered.

3) And thirdly, and best of all, the new Voice2Text service. I use it on my mobile. So when I'm in a meeting, the caller's voice message is converted to a text message and it is sent to my phone. So without me ringing my message bank to pick up messages, I automatically receive them as soon as the message has been left. Much more efficient and at a similar cost. Also the sender's phone number is hyperlinked so that I can easily either ring them back or reply to the message.

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