



## Press Release

**The flexible Ydilo Appointments solution with an advanced speech-enabled interface solves all aspects of self-service appointment management**

***Schedule and track appointments easily with Ydilo Appointments through an automated self-service voice channel***

Madrid, 27<sup>th</sup> July, 2009.

Ydilo, specialists in advanced automated speech-enabled solutions for all kinds of customer services interfaces in the voice channel has steadily rolled out a series of vertical solutions to better meet the needs of specific services for different sectors. One of these is the Ydilo Appointments solution for automated user-friendly self-service appointment management and reminder services in the voice channel based on advanced speech recognition technologies.

This Ydilo solution optimizes appointment notification, request and management via an automated speech-enabled application. Through a user-friendly, simple and totally interactive natural language interface, the caller can access, request and confirm appointments from any telephone anytime without any high hold times or interminably long queues.

Ydilo Appointments offers an agile interface that covers simple through to complex logic in booking, modifying and cancelling appointments depending on the caller's needs and includes appointment notification and reminders to reduce no shows to the maximum. In the same call, any user can handle and process a variety of appointments as needed. Similarly, the flexibility of the solution allows it to cater to a wide range of sectors, be it private health care, legal services, all sorts of corporate services, or even certain public services among others. Appointment management is easy to customize and companies can enjoy the benefits of shorter time-to-market delivery of complete solutions according to client company requirements.

All these differentiations of Ydilo Appointments share a set of common functionalities that make for a compelling and satisfactory caller experience as well as delivering greater cost efficiencies for the companies adopting this automated solution. Agility is achieved through a carefully designed interface with intuitive prompts based on usability principles, past experiences and with Ydilo's expertise in tight end-to-end integration with back-end enterprise or institutional systems used to manage calendars, agendas, services and specialists. This solution offers real-time validation of caller requests that fully centralizes and integrates with other channels and applications used for communication with customers such as call centres or IVRs.

Companies deploying Ydilo Appointments will benefit from more efficient communication with their public, as well as far smoother management of centralized calendars, agendas, services and specialists. All appointment information managed will be kept up to date in real-time guaranteeing a consistent and reliable service.

Jerónimo Gómez, Director of Contact Center Solutions at Ydilo, put it succinctly "Ydilo Appointments has been designed to offer any public a natural voice interface for live self-service management of their appointments instantly in an entirely user-friendly environment."

### YDILLO ADVANCED VOICE SOLUTIONS, S.A.



## **About YDILO AVS**

Ydilo A.V.S. is a leading provider for managed services and advanced speech solutions with natural language recognition technologies. These leading-edge solutions have been internationally recognized for their high level of quality and usability.

Telecommunications operators, banks and other large enterprises reap the benefits of automated Ydilo customer care and value-added services. Currently, Ydilo operates more than 3,000 ports with natural language recognition attending over 150 million calls annually.

## **Contact**

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## **YDILO ADVANCED VOICE SOLUTIONS, S.A.**

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