

We are happy to announce the release of our latest product **SITCAVoice**. **SITCAVoice** is a tool that allows you to send bulk voice broadcasts and conduct automatic interactive surveys. In essence, it is an efficient information gathering system that enables you to make time-sensitive and informed strategic decisions. We are based in the Caribbean, yet our interactive voice surveys can be used anywhere across the globe. After speaking with many of our clients and keeping an ear to the ground regarding the needs of businesses, we realised many businesses desire a cost-effective means of gathering information from their customer-base. This is where **SITCAVoice**

was born, a strategic tool that effectively completes the need for quick two-way communication between you and your customers.

Whether you are a doctor's office that needs to get a handle on appointment cancellations or an event planning service and need to get RSVP information out quickly or have a large customer-base and need to find out their opinions quickly, **SITCAVoice** can help. As an RSVP tool, you can inform your prospective guests of the date, time and dress-code for your event, and give them the option to confirm their attendance. By downloading our automatic reports you will see who will be coming to your event in a matter of minutes - not days. As an appointment reminder, you can call your guests one day in advance to remind them of their appointment and giving them the option to confirm they will be able to keep the appointment as well as the option to specify they would like to reschedule. This will make handling appointments easier by your front-desk staff, freeing them up to do other tasks for your business. Perhaps you are considering changing your package offering or altering your opening times, by surveying your customer-base you can quickly get a handle on their likes and dislikes and make the appropriate business decision that best fits you AND your customers.

With a host of features, **SITCAVoice** has been created with you in mind, giving you total control of the survey experience; some of these features include:

- **Start Date and Time;** Schedule when you want to survey to start and time up to six months into the future
- **Call on Days:** Once started your survey will run until the last person is processed; however you can specify that you only want calls to be made on certain days and between certain times
- **Multiple Surveys:** Divide your phonebook into groups and carry out different surveys at the same time to these groups. For example you may have a different survey for 18 - 35 year olds compared to 45 - 60 year olds
- **Participation Code:** Also known as an opt-in code; you can specify a special code that you want your survey participants to enter to take part in the survey. This is code if you wanted to advertise your survey and have people opt-in to take part in the survey.

- **Customised caller-id**; When our system calls your customers, have your business number show up on their phones.
- **Branching**: Let's say your first question is Can You Swim? and your second question is How long have you been swimming? If the person answered No to question one our system can handle redirecting him/her to a different section of the survey.
- **Text to Speech**: Our system will automatically convert any typed question or answer-option to speech. This is a great option to get a survey out quickly to your target audience
- **Audio Playback**: Use your own audio for the welcome, question, answer options and farewell sections of the survey. This will help you to re-inforce your brand as participants complete your survey
- **Record Audio**: Enter your telephone number and our system can call you, record your audio and save it for playback during the survey!
- **Record Response**: Let's say you wanted to get your survey-participants opinion and needed them to actually say what their opinion is. Our system can record the response and present it to you so that you can listen to their responses.
- **And much more!**

We have seen great success in our trials and the customers who are using **SITCAVoice** are pleased with the results it brings. For more information feel free to contact me at 788-4891.