



Compliance Component

DEFINITION

<i>Name</i>	Interactive Voice Response (IVR) Systems
<i>Description</i>	A <u>telephony</u> technology in which the caller uses voice activation or a touch-tone telephone to interact with a <u>database</u> to acquire information from or enter data into the database. The user's interaction with the database is predetermined by what the IVR system will allow the user to access.
<i>Rationale</i>	IVR technology is critical in areas that have heavy call volumes that must be able to add or retrieve information with databases.
<i>Benefits</i>	<p>The use of IVR systems has shown to be beneficial in the following ways:</p> <ul style="list-style-type: none"> • Provide callers a method to provide required information to the agencies. • Provide callers a method to retrieve necessary information. • Provides costs savings in reduction of staff to answer phones • Provides increased coverage (hours of availability) for service availability

ASSOCIATED ARCHITECTURE LEVELS

<i>Specify the Domain Name</i>	Infrastructure
<i>Specify the Discipline Name</i>	Network
<i>Specify the Technology Area Name</i>	Voice & Video
<i>Specify the Product Component Name</i>	Interactive Voice Response

COMPLIANCE COMPONENT TYPE

<i>Document the Compliance Component Type</i>	Guideline
<i>Component Sub-type</i>	

COMPLIANCE DETAIL

<i>State the Guideline, Standard or Legislation</i>	<p>The IVR system must:</p> <ul style="list-style-type: none"> Be scalable, capable of increasing in size and capacity over time without replacing initial hardware and software components. Use an industry standard processing solution such as Intel. Use an industry standard operating system such as Unix or Windows Server. Have the capability to automatically restart in the event of a power interruption. Have internal processors and storage. Have the capability to interact with a variety of platforms and databases. Have hardware and software components that provide the necessary tools for on-site and remote monitoring. Have tools to produce statistical reports both real time and historically. Have the capability to perform full system back-ups. 	
<i>Document Source Reference #</i>	Contract # C204085001	
Compliance Sources		
<i>Name</i>	<i>Website</i>	
<i>Contact Information</i>		
<i>Name</i>	<i>Website</i>	
<i>Contact Information</i>		
KEYWORDS		
<i>List Keywords</i>	IVR, voice, data entry, database, interactive voice recognition	
COMPONENT CLASSIFICATION		
<i>Provide the Classification</i>	<input type="checkbox"/> <i>Emerging</i> <input checked="" type="checkbox"/> <i>Current</i> <input type="checkbox"/> <i>Twilight</i> <input type="checkbox"/> <i>Sunset</i>	
<i>Sunset Date</i>		
COMPONENT SUB-CLASSIFICATION		
Sub-Classification	Date	Additional Sub-Classification Information
<input type="checkbox"/> <i>Technology Watch</i>		
<input type="checkbox"/> <i>Variance</i>		
<input type="checkbox"/> <i>Conditional Use</i>		
Rationale for Component Classification		
<i>Document the Rationale for Component Classification</i>		
Migration Strategy		
<i>Document the Migration Strategy</i>		

Impact Position Statement

*Document the Position
Statement on Impact*

CURRENT STATUS

Provide the Current Status

In Development *Under Review* *Approved* *Rejected*

AUDIT TRAIL

Creation Date

9/23/04

Date Approved / Rejected

10/12/04

Reason for Rejection

Last Date Reviewed

Last Date Updated

Reason for Update