



# TRICOM TECHNOLOGIES *A Solutions Provider*

An ISO 9001:2000 Company



### Overview:

In the current fast and active pace of our society, most people have less or no time to go through the hassles of going to the bank just to perform some simple transactions/inquiries.

As such, Tele banking through the telephone is the perfect solution for people on the go. Tele banking system is an Interactive Voice Response (IVR) application which uses a telephone to access information from a database.

It is an easy to use, cost effective and innovative solution designed to meet user needs for electronic banking application. It provides communication between information in IVRS system and off-site telephone caller/customer.

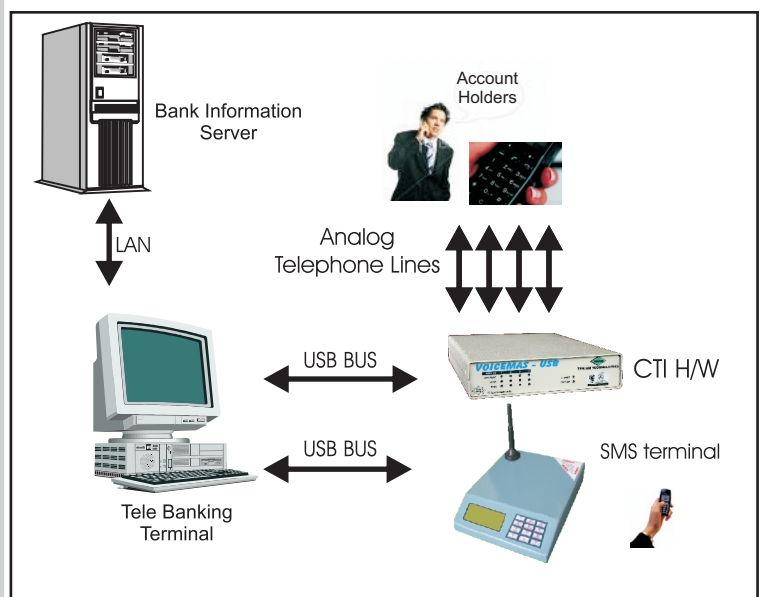
This solution will bridge the gap between digital data and human modality of listening and speaking.

### Services:

- Balance enquiry - deposit accounts and loans.
- Fund transfer (linked accounts) Bill Payment.
- TPIN (Tele banking Personal Identification Number) Change.
- Cheque book request.
- Statement request.
- Fixed Deposit (FD) / Savings rate enquiry etc.,
- Fully secured.

### Features and Benefits:

- ✓ Provides round-the-clock availability of information and conduct banking transactions over the telephone.
- ✓ Improves services levels to off-site customers with efficiency of information release.
- ✓ Replaces the physical operators.
- ✓ Crowds can be minimized at counters.
- ✓ Facility to access the account any where any time .
- ✓ Solution comes with minimum of four PSTN analog telephone lines.



### Features of SMS Broad cast:

- As response for a user request
- Balance enquiry
- Mini Statement
- Cheque details
- Cheque book request
- Monthly, Yearly statement request through post.
- Last 5 transactions.
- Procedure details to have various facility of bank.
- Special day wishes
- Introduction of new products launched.
- Various alerts like cheque bounce, bulk debit, card expiry, etc.,

**Designed By: TRICOM TECHNOLOGIES**

#289-292, 13TH CROSS, 2ND MAIN ROAD, PAI LAYOUT, DOORVANINAGAR POST, BANGALORE - 560 016, INDIA.  
Ph.: +91(80)28513987, Fax: +91(80)28513995. Email: tricomtech@vsnl.com