

V R With U

“VrwithU” tele-help line system has been devised to increase awareness about HIV / AIDS amongst the public and to provide anonymous counseling. The Public gets easy access to information pertaining to various facets of Aids – its reasons for occurrence, its symptoms, its consequences, the manner in which to tackle it and the care and support for the affected persons. Public can address their specific enquiries to the system, seek advice, get educated and communicate their need for assistance in order to curtail the prevalence of AIDS.

An interactive voice response system delivers information over the phone 24 hours a day without requiring additional staff. It is a powerful, easy-to-use system that quickly implements a professional voice response system into your counseling. It allows caller to ask questions and a counselor to provide answers by using keys on the caller's touch-tone phone. It also allows caller to post specific question over phone; the counselor to retrieve such queries; and to submit answers; so as to enable callers to retrieve answers at their convenience

The system comprises the following processes...

- a) Preparation of a Question bank on standard topics on AIDS
- b) Recording of answers to the Question bank in multiple languages (English, Hindi, Assamese, Bodo, Bengali and other regional languages as applicable)
- c) Facility to have multiple incoming calls attended by the IVRS system (simultaneously)
- d) Easy touch-tone phone-based navigation of the Caller to retrieve answers to questions forming part of the question bank, in the language specified by the caller
- e) In case the caller has a specific query that is not part of the Question bank, the caller could be directly connected to the Counselor by VRwithU for personal counseling
- f) Alternatively, the caller can post the query through a specific key-press and record the question over phone. The question goes in the “Waiting” database and the caller is given a token number
- g) Whenever the counselor is available, he can open the “waiting” database and retrieve pending questions. The counselor can select the question to be answered and record answer either through the microphone or through the handset
- h) The software also gives facility to the counselor to remotely (from office or residence) to dial-in to the system and retrieve “pending” questions and “submit” answers
- i) The callers can retrieve the answer by dialing in and entering the “token number” allotted to them to retrieve answers to their questions

Thus, the system exploits power of technology to provide “*Anytime Anywhere*” service

BRIEF DESCRIPTION OF THE SYSTEM

A) MESSAGING SYSTEM OF THE SOFTWARE (FOR INBOUND CALLERS)

The messaging activities of the system are classified to three levels.

Level-1

The caller is greeted by a welcome message. The software prompts caller to choose the language of communication from among English, Hindi, Assamese, Bengali, etc.

Level-2

The system gives the caller five options to listen to answer to preset numbers of commonly asked questions. The caller may choose one of these options to retrieve the answer. The system gives another option to take the user to the Level-3.

Level-3

If the caller has a question that is not in the above list provided by the system, he may post his query by choosing the specific option in Level-2. The software offers the following three options to the caller...

Language	General Query	Personal Query	Answered
Bengali	1	0	0
Hindi	0	0	0
English	0	0	0
Total	1	0	0

Option-1: To allow caller to post his query. The caller is advised to speak only after the beep sound. To complete the process, the caller may either press any key or remain silent for *duration specified by the system Administrator*. Once the caller submits his query, the system allots a registration number to the caller, which could be used by him to retrieve the answer.

Option-2: To enable the caller to retrieve the answer to the query posted by him. The software prompts to enter the registration number of the query. If the Counselor has posted the answer to his query, the same would be played back

Option-3: To enable the caller to talk directly to the counselor

The screenshot shows a software window titled "# Telehelp-line (We are with you)". It has a menu bar with "Today", "General Query", "Personal Query", "System Log", and "System". Below the menu bar is a table with the following data:

Call No	Date	Time	Language	Option
7	16-05-2003	15:08:21	Bengali	2
6	15-05-2003	13:47:41	Bengali	6
5	15-05-2003	13:41:21	Bengali	6
4	15-05-2003	13:07:01	English	6
3	15-05-2003	13:03:46	Hindi	2
2	15-05-2003	13:02:26	Bengali	6
1	15-05-2003	12:56:32	Bengali	6

Below the table, there are two summary sections:

Call Status

Bengali	5	English	1
Hindi	1	Total	7

Query Status

Option - 1	0	Option - 3	0	Option - 5	0
Option - 2	2	Option - 4	0	Option - 6	5

A "Print" button is located to the right of the Query Status table.

At the bottom of the window, there is a banner with the following text:

B 2 3 4 Registered To Unregistered Ph: +91 (033) 3593089/91 **AIDSTOP** Developed By Hash Technologies Pvt. Ltd. info@hashtechnologies.com

B) REMOTE ANSWERING SYSTEM FOR COUNSELORS

Counselors can dial the IVRS remotely from their home or office to know if there are any pending queries. If required, they can even remotely post answers to the submitted query over the phone, without taking the trouble to visit the centre

C) MIS ON SYSTEM USAGE FOR THE SYSTEM ADMINISTRATOR

a) Today's status

Today's call status is permanently displayed on the screen. The top pallet shows current date and no of calls received. The bottom grid shows summarized status of the calls received & answered that day.

b) Log of "General query about Aids"

This option shows the detail of the calls made. This log is updated only when the caller enters Level-2 of the Messaging System. The log shows the Call No, Date & Time, Language and the Question selected. It also gives the summary of calls made.

c) Log of “Personalized query”

This option shows the detail of the personal queries received. The data in this log appear only when the caller comes to Level-3 of the Messaging System and posts his or her query. The log shows the Registration No, Date & Time of the query. The log also shows whether the query is answered or not. If the query is answered then it shows the Date & Time of posting the answer and the name of the concerned counselor.

d) Log of “System usage”

This log has two parts....

- Call Log

Data appear in call log whenever a caller makes a call. Even if he disconnects without choosing any option the log is updated. It shows the Serial No, Date & Time.

- Event Log

To track the operations performed on the system. It shows various system maintenance activities like Login, Logout, Remote Answer, Data Cleanup, etc. It also shows the Date & Time stamp and user performing the maintenance operation.

The user may take the print of these logs in a specified format from the Date they wish to prefer. The user can also enable or disable the Print Preview setup

D) MIS FOR REMOTE ADMINISTRATOR / AIDS CONTROL DEPARTMENT

a) System usage log print

b) Remote dialup to the IVRS to know...

- No of calls received / attended today
- No of cumulative calls received/attended since last 2-7 day

System Logs

Calls			Events				
Sr.No	Date	Time	Sr.No	Date	Time	Type	Name
10	16-05-2003	15:07:45	13	16-05-2003	15:06:38	LOGIN	Administrator
9	15-05-2003	13:47:21	12	16-05-2003	15:05:01	LOGOUT	Administrator
8	15-05-2003	13:39:51	11	16-05-2003	15:03:33	LOGIN	Administrator
7	15-05-2003	13:37:41	10	16-05-2003	15:01:55	LOGOUT	Administrator
6	15-05-2003	13:06:26	9	16-05-2003	15:01:14	LOGIN	Administrator
5	15-05-2003	13:03:11	8	15-05-2003	13:49:08	LOGOUT	Administrator
4	15-05-2003	13:01:51	7	15-05-2003	13:46:01	LOGIN	Administrator
3	15-05-2003	12:55:50	6	15-05-2003	13:42:10	LOGOUT	Administrator
2	15-05-2003	12:53:52	5	15-05-2003	13:37:23	LOGIN	Administrator
1	15-05-2003	12:52:56	4	15-05-2003	13:09:26	LOGOUT	Administrator

Total Calls 10

Print System Log

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