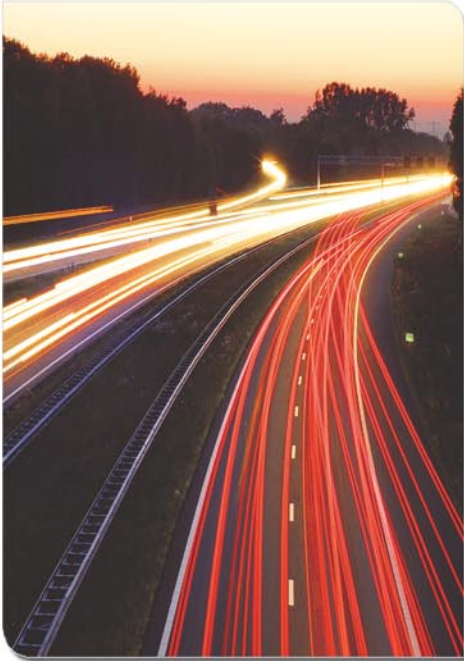




app-line

Multi-Channel Technologies



App-line is a leading specialist of Contact Centers and Voice Portals.

App-line publishes scalable, long-lasting software solutions designed to seamlessly integrate with customer information systems.

Sibilo's products are available on-premise and on Demand.

Your Customer Service Project

Whether you call it a Call Center, a Technical Support Center, Customer Service or Voice Portal, a Contact Center can have a wide range of missions, including :

- New customer Prospection
- Sales / Telesales
- Telemarketing / Studies
- Hotline Service
- Voice Self-service
- Voice Self-Service
- Technical Support / Help Desk
- Follow-up / Debt Collection
- Information
- Etc.

The Vocal 2.0, by App-line

A dynamic Contact Center solution must :

- **Fully integrate** with your Information System,
- Have a **flexible structure** to handle changing needs and development perspectives,
- Provide a **multichannel** capability (Email, Chat, Web Call Back, IP telephone, video, etc.) and innovative speech synthesis and recognition technologies,
- Be **simple and fast** to set up,
- Be **independent** with respect to telephone architectures in place, or to come.



With its visionary approach, App-line has met the VoiceXML challenge.

In 2008, App-line gave the market a new shape with its **VOCAL 2.0!**

Now, the technologies evolution especially in Speech Recognition allow a real browsing with natural language.



Sibilo products, a sustainable development philosophy

We are proud of our accomplishments. That's why App-line is continuously building its future by an ambitious, strong R&D investment policy. We are also active in research groups working on new emergent technologies, and with groups working to standardize voice industry recommendations such as the VoiceXML Forum .

Sibilo product range

● Sibilo Voice

Interactive Voice Response (IVR) system, most recent generation. Sibilo Voice uses the VXML language to create voice services and can be associated with TTS and/or speech recognition modules.

● Sibilo Contact Center

Sibilo Contact Center is a comprehensive front-office solution for multichannel contact centers. Sibilo CC is designed to easily integrate with your company's information system and is independent of existing telephone solutions. Sibilo CC is a powerful IP Contact Center software solution.

● Sibilo CC on Demand

Sibilo CC on Demand is a "SaaS" Contact Center solution. This flexible marketing model provides you with a sophisticated hosted call center solution on a pay as you go basis.



For more information about Sibilo Products : www.app-line.com



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