

SOLEO

SOLEO Announces Web Enabled IP Relay Application To Assist Hearing Impaired Callers

SOLEO IP Relay Solution

For Immediate Release

Fairport, New York- March 22, 2011

SOLEO (Soleo Communications, Inc.) today announced the deployment of its cloud-based IP Relay service for telecommunication service providers. SOLEO's next-generation IP Relay solution is in compliance with government-mandated service requirements for IP Relay Services, also known as "Remote Interpreting Services."

How It Works

Via a web browser application, the hearing-impaired customer with verified credentials can initiate and conduct outbound voice calls with an IP Relay agent acting as the "translator" between the hearing-impaired customer and the recipient of the call. A voice user can also initiate a session to a hearing-impaired customer by dialing the assigned number of that customer that is accessible by an IP Relay agent. The caller provides the identification number of the customer they want to contact and, if that customer is logged in, the relay agent passes messages between the parties. If the customer is unavailable, the relay agent may leave an offline text message which can be retrieved at the customer's discretion.

SOLEO's solution provides several features that improve an agent's efficiency including Universal Quick Text & Hotkeys which are used for common phrases such as "ringing." Agent screens can be customized to allow access to internal and external information sources and modified to support wholesale service offerings.

SOLEO's solution offers customized branding to support multiple carriers utilizing a single agent work force. The wholesale service provider can also gain a competitive advantage by using the IP Relay service for bi-lingual conversations.

"SOLEO is proud of our IP Relay service because we recognize that technology has a significant role in improving the quality of life of people with various handicaps. SOLEO has worked in close cooperation with our customers in developing this solution. This helped us to understand how to tailor the service for the end users", stated John Kemp, Senior Vice President of Marketing and Sales for SOLEO.

About SOLEO

SOLEO is an Applications Solutions Provider that delivers complete solutions that make useful connections for people everywhere, every day. SOLEO is privately held and headquartered in Fairport, New York USA.

Press Release Contact

John Kemp
SOLEO
1.954.689.6310
jkemp@soleo.com
www.soleo.com