

ABSTRACT

In an education's institute, company or office which has many rooms is needed a device to connect one room to another named IVR / DIALOGIC. IVR/ DIALOGIC can be used as the replacement of switching function from telephone's central to connect the telephone's user to destination's number automatically by dialing certain numbers that is available where the user will be guided by voice (operator).

The operator's system in ITTelkom is less interactive at this moment. It is happened because less of human resources in ITTelkom as the operator who will receive complaints and questions whether from the candidates or the students of ITTelkom itself. It is needed the alternative of operator which work interactive and automatically to overcome this problem. The solution is using IVR as the automatic telephone's operator which is supported by dialogic card.

By installing dialogic card to computer (PC), in addition to replace the switching function from telephone's central, it is hope dialogic card can facilitate users in dialling certain numbers without dial or find the destination's number.

Keywords : Dialogic Card, Telephone central