

TeleHarvest

How Can TeleHarvest Help You?

From Design to Implementation,
Choose from the Professionals
with Experience

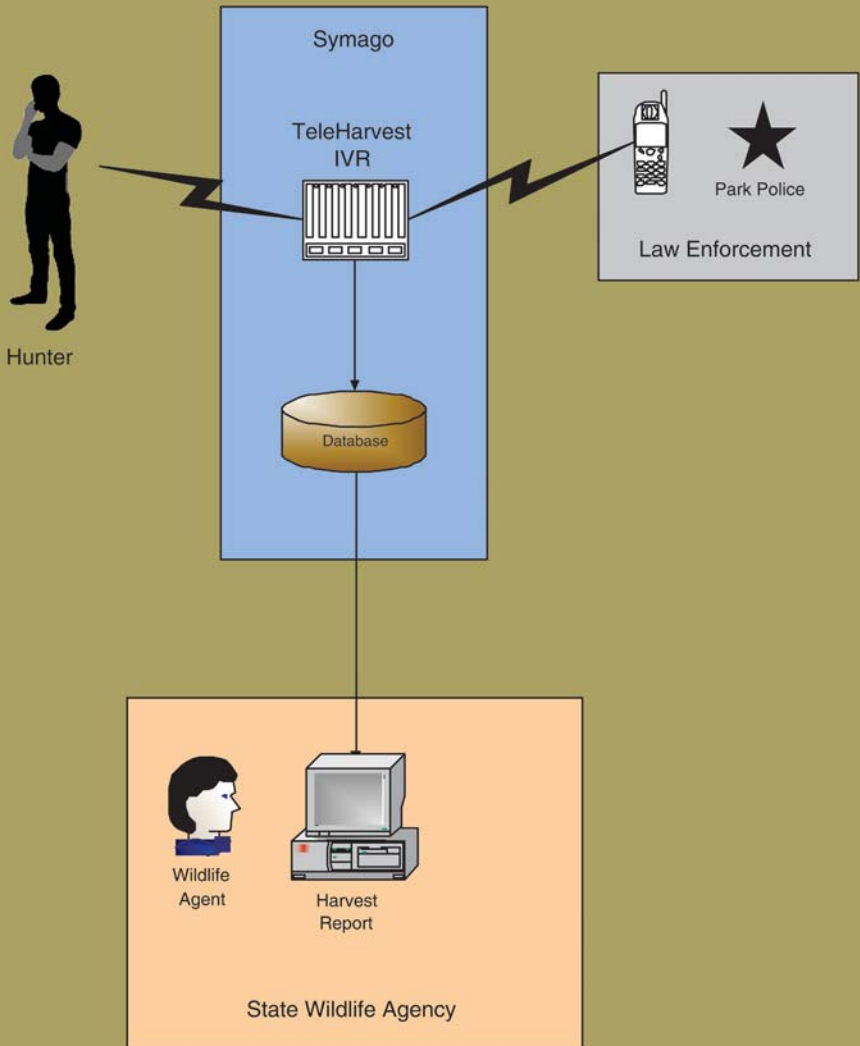
TeleHarvest Defined

TeleHarvest is a hosted Interactive Voice Response (IVR) solution for state fish and wildlife agencies. It is an automated check-in system for hunters to call in to report their harvest via an 800 number. TeleHarvest will help fish and wildlife agencies comply with Federal mandates by tracking the annual quantities and locations of game killed during the annual hunting season.

TeleHarvest Benefits

- Allows hunters to check in their harvest from any location with a touch-tone phone 24 hours a day.
- Eliminates the need for hunters to physically check in at designated check-in stations.
- Enables law enforcement officers in the field to verify animals harvested by calling an 800 number.
- Shortens length of process to obtain data after season from months to a single day.
- Allows biologists to obtain harvest information daily.

High Level Overview of TeleHarvest



Hosted Solution Benefits

- Minimal capital expense
- No additional IT staff or expertise required
- IVR housed in a secured data center with backup generator and UPS
- 24/7 server monitoring
- No ongoing maintenance required
- 99.999% uptime

From Design to Implementation

Symago assigns a Project Manager who will be the primary point of contact for the project. During this phase the Project Manager will work with appropriate contacts to develop a detailed set of requirements to encompass all features and capabilities required by the TeleHarvest system. This document will be used to design, configure, and develop all of the necessary components to ensure successful implementation.

Service Level Objective

- Will answer 100% of calls within 10 seconds
- Proactively increases capacity based on projected call volume

Find out more about TeleHarvest:

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