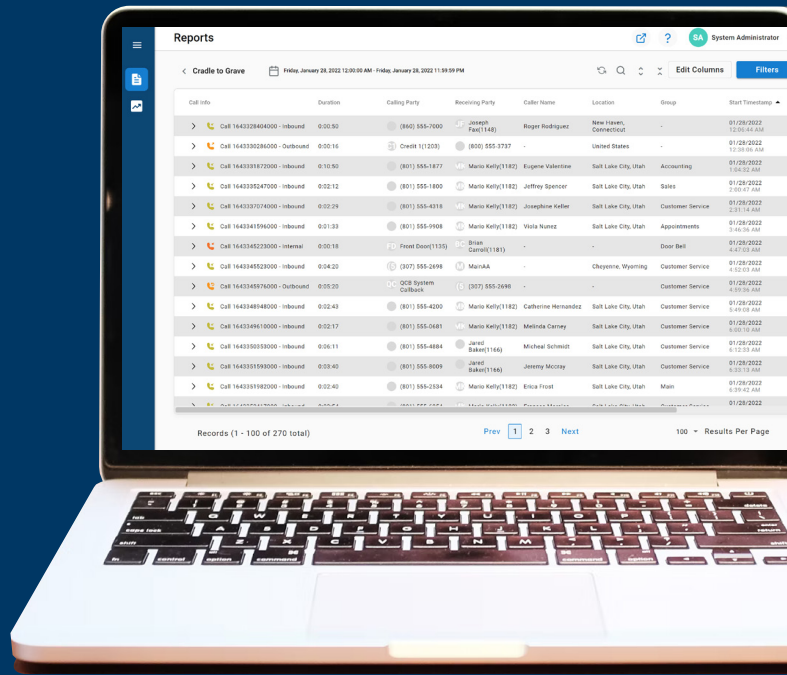




Not Your Average Contact Center Solution

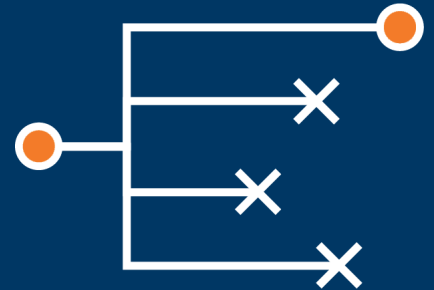


MASTER THE REMOTE WORKFORCE

Remotely manage your agents and calls. See what every agent is doing right now with Realtime Wallboards, which lets you see your agents' call activity, their status, and your queued call activity.

THEY DON'T WANT TO EXPLAIN IT. AGAIN.

When handling a customer over an extended period of time, you want them to get the best customer service possible. You can guarantee your customer gets the best available agent using skills-based routing algorithms. Additionally, Last Agent Routing dispatches a customer's email to the same agent they've already had a conversation with.



DECODE YOUR CUSTOMER BEHAVIOR

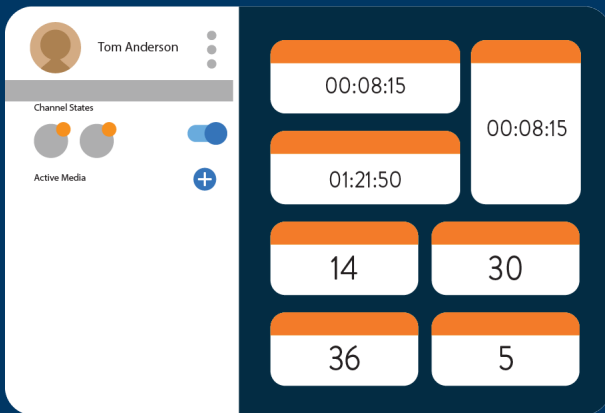
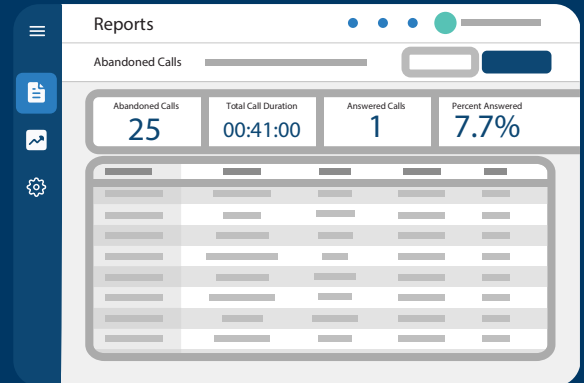
Overtake your competitors by gaining more insight into customer behavior and agent performance. The call tracking dashboard offers insights like total calls, call duration, unanswered calls, your longest call duration, and more. These kinds of metrics help you better understand your customers, how your agents are performing, and how to improve customer service.



MAKE DATA DRIVEN DECISIONS

Establish your KPIs by customizing the wallboards to fit your exact needs. You can also send real time alerts through email, SMS texts, and pop screen messages to agents.

Become more strategic about call agent training with scoring and tracking tools.



MULTICHANNEL MODES OF COMMUNICATION

Contact Center Agent Client (CCAC) is a web-based interface which provides a single screen for agents to navigate different media channels. Agents can handle multiple emails and chats simultaneously, as well as add notes to call records, manage their busy time, and learn how they are performing.

MAXIMIZE RESULTS

Cradle to Grave provides an intuitive system that allows you to view everything you need. The easy-to-use tool stores and displays every event of every call that takes place within your contact center.

