



## Intelliverse® Solutions for Contact Centers

In today's competitive marketplace customers are more sophisticated than ever before and they expect much more from the companies with which they do business. It is no surprise that the most successful companies are those that put the customer on the fast lane to call resolution whether it be for self-service functions or agent-guided technical assistance. With **Intelliverse's Solutions for Contact Centers**, organizations large and small, have a way to handle calls more efficiently thereby increasing customer satisfaction, lowering costs and increasing revenue.

**Contact Centers**  
Improve your caller experience and lower contact center costs with Intelliverse's cloud-based solutions.

Intelliverse's Solutions for Contact Centers make it possible for companies of all sizes to offer world class customer service without the costs of an on-premise solution. With no equipment to purchase, install or maintain the future of contact center technology is at your disposal, freeing your valuable resources to focus on your biggest asset; the customer.

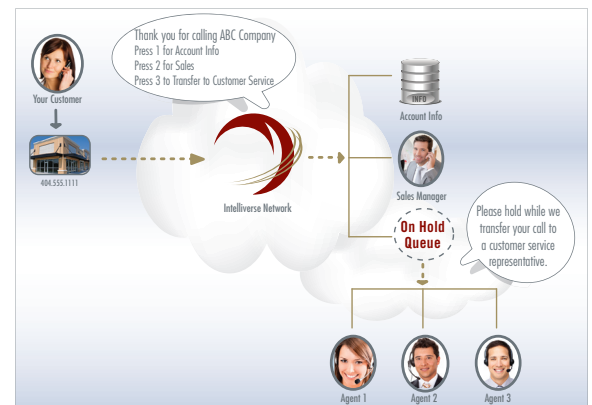
### Benefits of Using Intelliverse's Cloud Solutions for Contact Centers

- Leverage top resources around the globe
  - » Bridge your contact centers and remote agents anywhere in the world with a cloud-based queue
- Usage based pricing
  - » Avoid unnecessary costs with a pay-as-you-go pricing model
- On-demand scalability
  - » Automatically utilize agents and network to accommodate overflow, seasonal spikes or unexpected fluctuations in call volume
- Improved customer experience
  - » Gain a competitive advantage by providing your callers with easy to use self service options and call routing options that match them with the most qualified agent every time
- Reporting suite and call recording capability
  - » Gain insight into your customer desires, behaviors and pain points

### How Does It Work?

Callers will have the option to self-manage routine requests, and when a live agent is needed, the callers is transferred to the appropriate call queue.

By off-loading requests for basic information and intelligently routing other calls to your agents based on availability and skill set, you'll dramatically increase efficiency, productivity and customer satisfaction!



# Solutions for Contact Centers

## CUSTOMER MANAGEMENT LINE

Provide your callers with a first-class customer experience by giving them the option to utilize self-service functionalities for the activities which do not require agent interaction. When live help is needed our solution will quickly route and connect your caller to the most qualified agent. Your Customer Management Line is your company's front door and a fresh sounding application that provides valuable options and ensures you always make a good impression.

## AUTOMATIC CALL DISTRIBUTION

Fully manage your contact center resources and accommodate seasonal or changing call volumes while ensuring that your customers are being helped in a timely manner. Best of all, Intelliverse's ACD is a network-based solution, so your call queues can make use of agents in multiple Contact Centers or even agents working from home.

## SURVEYS

Are you looking for a cost-effective way to collect information from your customers about their recent experience? Intelliverse's Survey Solutions offer you an efficient method to collect information from customers and employees alike. Simply route them to a toll-free number after they complete their conversation with your contact center agents or send them an on-line survey via the Outbound Communications Line. Once your Surveys are complete they provide the valuable information you need to better understand your customers and employee base.

## OUTBOUND COMMUNICATIONS LINE

Schedule or trigger outbound marketing campaigns and urgent messages to your customers via phone, text or email. Do you have a new product being released? Or maybe you need to notify all customers in your database of a product recall? All of this can be achieved with Intelliverse's Outbound Communications Line. Receive confirmations when message is delivered and track the status of the message with our online portal.

## Reporting Suite

Intelliverse offers a robust, suite of web-based reports in real-time and historical views. We work with you to design and develop highly customizable reports which gather the complete data from all of your day to day activities. This detailed and accurate statistical data easily equips you with valuable business intelligence reporting, which can be used to gain strategic insight about your business and help drive the most value from your communications solutions.

### Sample Report - Operator Detail

Sample Company - Operator Monthly Summary Report						Reporting Period: 05/2011	
Operator	Calls Attended	Not Answered	Dropped Terminated	Time Checked-In	Time Checked-Out		
John Smith	1075	8	0 0	150:26:03	66:34:54		
Linda Cooper	940	2	0 0	190:21:41	90:29:48		
Anna Anderson	882	15	0 0	189:50:23	70:54:23		
Mike Taylor	371	3	0 0	105:47:50	45:33:10		
Jan Brown	696	4	0 0	169:39:40	91:51:57		
Neil Mason	26	0	0 0	9:23:14	6:24:30		
Sue Williams	1253	12	0 0	189:16:33	83:41:17		
Nancy Lang	522	4	0 0	174:45:37	84:02:11		
Brian Ball	29	0	0 0	9:05:40	3:22:20		
Paul Anderson	905	15	0 0	177:24:10	78:01:37		
Jose Martinez	773	39	0 0	137:42:16	54:45:40		
Ann Richardson	71	0	0 0	154:56:25	12:48:20		
Marcus Webb	1129	15	0 0	189:05:10	83:41:17		

### Sample Report - Call Volume Details

Sample Company											Reporting Period: 05/2011		
Language	Total Calls	Calls During Operation	Calls After Hours	Transfers Billing	Play Hours Address	Transfers to Call Center	Transfers to Auto Account	Calls Abandoned	Calls Offloaded	% Offload			
1-May English	389	309	73	114	50	63	217	182	215	71			
2-May English	609	503	103	217	125	86	254	181	392	65			
3-May English	227	204	23	136	43	22	38	26	91	41			
4-May English	235	210	25	127	45	36	31	27	108	46			
5-May English	136	126	10	69	30	9	23	28	67	50			
6-May English	432	430	52	268	89	48	103	77	214	45			
7-May English	336	227	81	95	69	74	138	70	213	70			
8-May English	126	107	19	76	36	14	10	0	50	40			
9-May English	231	260	31	163	84	29	37	15	128	44			
10-May English	348	249	98	103	50	10	69	109	245	71			
11-May English	607	490	117	226	96	100	200	105	301	63			
12-May English	419	369	49	163	85	80	112	91	256	62			
13-May English	273	219	54	112	53	40	100	68	161	59			



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