



The Customer Experience Call Center Professional

- Professional Services**
- Enterprise Solutions**
- Call Centers**
- IVR TT/VR**
- SIP Based IVR**
- Call Recording**
- Call Accounting**
- Conference Bridge**
- SIP Soft-phones**
- PBX Monitoring**

Flexible Solutions for your business needs



CONNECT YOUR BUSINESS WITH THE RIGHT TECHNOLOGY & PARTNER

Call Center Professional is part of a suite of applications designed on open standards, XML and SQL for the database, which allows you to both share information and add enhancements easily and cost effectively. This type of building block design delivers fast Return on Investment (ROI) while protecting your investment.

With built-in management reports, instant messaging, and real time monitoring, you can see what is happening in your business and, more importantly, know how long it takes to provide service to your customers. Retaining customers is better and less expensive than trying to acquire new customers.

AGENT DESKTOP

- INSTANT MESSAGING
 - AGENT TO AGENT
 - AGENT TO SUPERVISOR
- SCREEN POP
- HIGHLIGHT AND DIAL OUT

Pick from a variety of optional features, such as call recording which allows you to review and monitor how your customers are helped by your employees. Integrated Voice Response (in either touch tone or voice recognition) improves overall speed and performance. With POLTYS applications and professional services we deliver solutions quickly and efficiently.

SUPERVISOR

- REAL TIME MONITOR ALL ACTIVITY
- MANAGEMENT REPORTS
 - HISTORICAL
 - CUSTOM
 - VARIOUS FORMATS
 - SCHEDULED
 - EMAIL OUTPUT
- CALL RECORDING
- CALL ACCOUNTING

AGENT STAFFING SOLUTIONS

Providing both real time information to your supervisors and historical information gathered over time provides them with the tools required to improve performance of your agents. Easily identifying staffing deficiencies that need improvement and increasing overall group performance.

- Real-time monitoring allows you to shift staffing as needed to other areas to balance workload.
- Historical reporting provides information of overall group and individual performance.
- Reports templates which can be customized to expose the data you need to see.
- On demand and scheduled reports gives you needed data whenever you want it.

On average a typically supervisor spends 30% of their time developing reports for management. Poltys flexible reports and scheduling can greatly reduce the amount of time spent.

MULTIPLE SITE SOLUTIONS

Our patent pending CTI technology allows you to manage call center resources in multiple sites on a single application server. You no longer need to divert calls to handle spikes in call traffic, or remake reports from multiple systems to see all the activity within your organization. Up to 8 different Panasonic systems that are networked together can be combined maximizing your management and staff resources, regardless if the workers are using TDM or IP phones.



Professional Services at work for you

POLTYS PROFESSIONAL SERVICES SAVES BOTH MONEY AND TIME.

Productivity of your people is increased by automating simple processes. For example, opening the contact window (screen pop) in an application for the customer calling using Caller ID, or other information obtained in our IVR solutions. Even with a small group of people taking calls the ROI to integrate and automate usually pays for itself in weeks not years.

With just 10 agents and a loaded labor cost of \$45 per hour adding the screen pop for an application can save you \$78,000 per year.

Customers that call looking for information that agents typically query a database and are just simple tasks can be automated, freeing time up

to service customers that really need your help on more complicated issues. Taking the same small group of agents that handle 20 calls per hour each if just 2 of these calls per agent could be handled by our integrated IVR the cost savings per year is \$124,800. Detailed breakout of these savings are shown on the back cover.

CRM INTEGRATION

CRM (Customer Relationship Management) applications provide intelligent sales, marketing, and support tools designed to improve communication and contact with customers. Integration with our Call Center applications deliver:



- Reduced hold time
- Increased agent efficiency
- Eliminates gathering of common information from customers
- Rapid ROI based on time saved

Our products are designed to quickly integrate with other applications using active X, information is passed to the CRM application when an incoming call arrives and the agent answers the call. The window is then opened in the CRM application when the call is answered.

Populating a screen based on account information or the Caller ID can easily be accomplished, using our optional fully integrated IVR solution, with either touch tone or voice recognition can obtain any information required to automate and interact with your customer, including the notes related to the call they were on by eliminating the need of the agent to type notes.

Leverage our professional knowledge and capabilities to integrate CCPro with your CRM application and get an edge on your competition.



Other Software Solutions Available



CALL RECORDING SOLUTIONS

Ideal solution for recording Analog or Digital Extensions or trunks.

A complete solution for recording conversations in the background.

Fast retrieval of previously recorded calls based on called number, calling number, and many other options.

Includes PBX Monitor Pro.



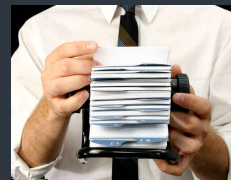
IVR SOLUTIONS

Avoid making your customers wait for information and lower your call volume with an integrated IVR solution.

Supports touch tone or voice recognition.

IVR solutions are easily connected to most database structured applications delivering common information to your customers when they want it.

Talk with your dealer today to see what your savings could be.



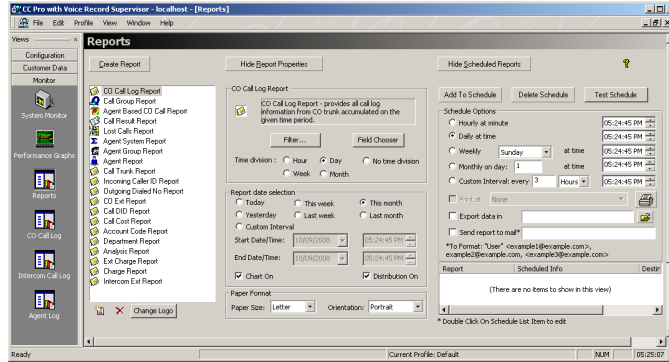
CONTACT SOLUTIONS

Built in simple contact management is provided and integrated to our SQL database providing you with the ability to maintain customer information.

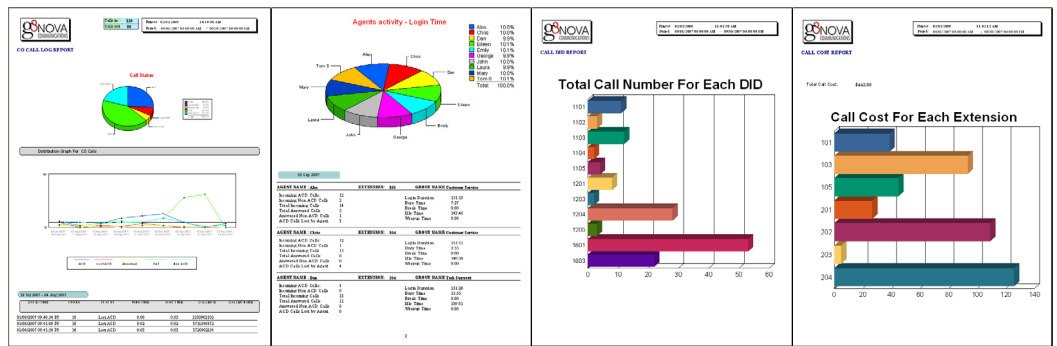
CCPro is ready to integrate with Outlook, ACT, goldmine, and many other CRM/ERM applications available today.

**PROFESSIONAL
SERVICES
APPLICATIONS
SUPPORT**

Report Templates



Sample Reports



**Cost Calculations
Screen Pop**

| | | | |
|------------------------------------|-----|------------------------|----------|
| Quantity of Agents | 10 | Cost per call | \$ 0.25 |
| Hourly Loaded cost per agent \$ | 45 | Cost per Hour | \$ 37.50 |
| Time Saved per call in seconds | 20 | Cost per Day | \$ 300 |
| Hours worked each day | 8 | Cost per week | \$ 1,500 |
| Calls handled, per agent, per hour | 15 | Average Cost per month | \$ 6,500 |
| Average Call Length in seconds | 240 | Percent of time saved | 8.3% |

IVR Automation

| | | | |
|-------------------------------------|-----|------------------------|-----------|
| Quantity of Agents | 10 | Cost per call | \$ 3 |
| Hourly Loaded cost per agent \$ | 45 | Cost per Hour | \$ 60 |
| Calls, per agent, per hour for Info | 2 | Cost per Day | \$ 480 |
| Total Call per agent per hour | 20 | Cost per week | \$ 2,400 |
| Average Length of Call/seconds | 240 | Average Cost per month | \$ 10,400 |
| Hours Worked each day | 8 | Percent of time saved | 10.0% |



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