

FAST FACTS

In an effort to give you a high level look at the solutions from **Telephony@Work**, we have prepared what we refer to as **FAST FACTS...**

Our core product is called **CallCenterAnywhere**. CallCenterAnywhere is a comprehensive, browser-based multimedia contact center solution that delivers e-contact, IVR, ACD, CTI, Fax and VoIP capabilities in a pre-integrated solution. This approach has proven to be a winning formula for both large, multi-site organizations and small companies alike. Our single point of contact, ability to make real-time changes, and integrated-by-design™ approach has also produced:

- **Excellent ROI:** One of our largest customers, ABN AMRO, the 5th largest mortgage lender in the world, indicated that the ROI was 100% in the first year.
- **Increased agent productivity:** Tools that enhance the productivity include Smart Chat with Suggested Responses, Email Analysis & Auto Response, Order Secure Form Sharing, Web Call Back, Unified Messaging, Whisper Coaching, Recording, Monitoring and Data On Demand.
- **Scalability:** Unlimited scalability arising from network-based architecture, providing real-time seamless disaster recovery across data centers to support hundreds of agents, or only a few.
- **Reliability:** CallCenterAnywhere can provide real-time disaster recovery capabilities by mirroring processes across data centers, ensuring your system is never down.
- **Supervisor Monitoring:** Monitor agents remotely, from any location in the world. Supervisors can whisper coach, listen in on a call, join a conversation, hang-up the agent channel, logout an agent, broadcast a message to all, chat with an agent, and even view an agent's screen.
- **Call Recording:** The agents simply clicks on "Start Rec" and all phases of the interaction are recorded. After completion, recordings are compressed into mp3 files to save storage requirements and attached to the Contact History, providing a searchable record of all information.
- **Telephone Agnostic:** Compatible with all phone types: SIP, H.323 and traditional PSTN.
- **Hardware Compatibility:** Our solutions are compatible will almost all hardware configurations.

CallCenterAnywhere has enabled companies such as **MCI, Mortgage.com** (a division of ABN AMRO), **Toyota, FDA, Siebel** (Contact OnDemand), **the state governments of Minnesota, Wisconsin** (29 call centers), **Ohio** and **Virginia**, **AAA Life Insurance, IDT, Telstra** (Australia & New Zealand's primary phone company), and **Telus** (Canada's 2nd largest telecommunications company) to increase productivity, reduce costs and enhance customer satisfaction.

Since being founded in 1998, Telephony@Work's CallCenterAnywhere has won almost every industry award (currently over 45 awards) for developing new innovations in contact center technology.

Our menu driven technology eliminates the time-to-market barrier for customization and configuration. CallCenterAnywhere is easy to deploy, in some cases requiring just hours or days vs. months for other applications, via our unified flexible menu-driven interface. All of the above can be deployed quickly and with no outside professional services.