



Gain Business

Retain Customers

Boost Productivity

Affordable Customer Contact System (CCS)



FEATURES

- Competitive Advantage from High End Functionality
- Protect investments by working with any PABX
- Rapid Implementation because there is No System Integration
- Departmental or Small Business Solution for 1 agent or more.

FUNCTIONS

- Skills Based Routing Inbound
- Predictive Dialler Outbound
- Speech Enabled Voice Response (IVR)

THE POWER TO MANAGE

Managing the quality of Customer Service provided by your call centre is critical to your organisation's success.

Without the right tools, its difficult to know what's going on and how to respond immediately.

CallSys (CSS) makes managing Customer Contact simple.



SKILLS BASED ROUTING PRODUCTIVITY

Skills Based Routing achieves the best possible customer service by using your business rules to select the most appropriate staff member every time.

RESUME WIZARD FOR EASY CALL MANAGEMENT

Recognise the skills and competency levels of call centre staff and deploy call centre resources in a single universal queue. Drive the call centre in automatic by setting the business rules. Take control in manual mode to manage unusual circumstances.

SUPERMON REAL-TIME MANAGEMENT

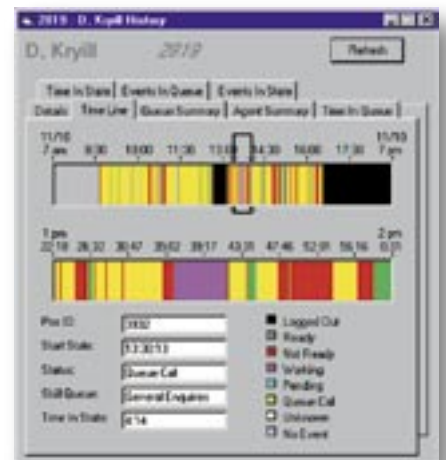
SuperMon drives the Supervisor's view of system activity in a familiar Windows manner. Supervisors can change queues and agents, as well as drill down to track performance, in real time or historically. SuperMon measures every event in the call centre.

TIM MULTI-MEDIA AGENT DESKTOP TOOL

The TIM toolbar gives real-time feedback from agents. The toolbar is configurable to manage the call centre's key metrics.

SCREEN POP TECHNOLOGY

The 'Saluter' Screen Pop provides your agents with the information they require to start talking to your customers. The screen 'pops' the instant the call is answered at the agent's phone.



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BUSINESS VALUE DRIVERS

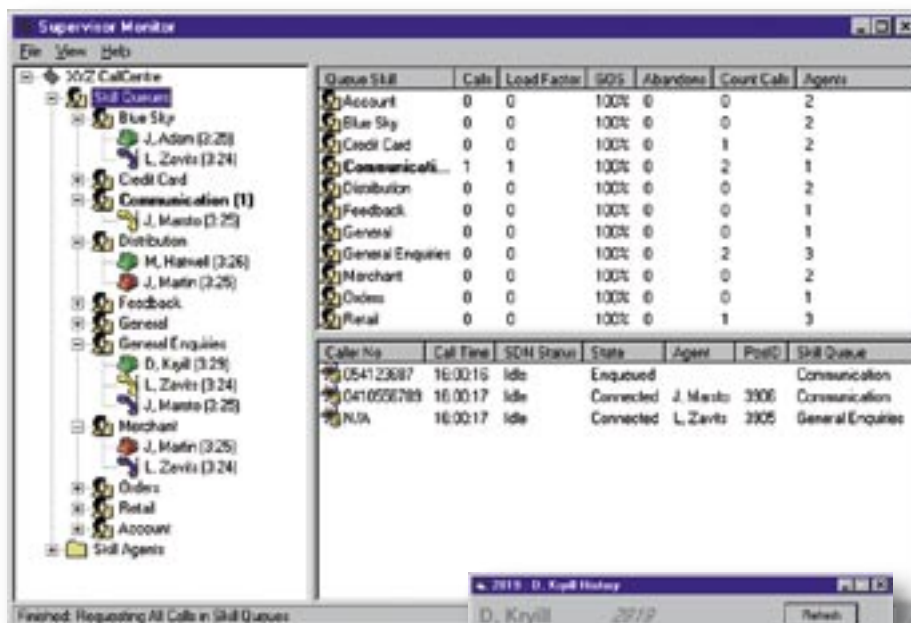
Communicating with Customers is the most important activity in any organisation's value chain.

Adding more and more resources to meet customer expectations is not the answer.

The CallSys CCS builds a compelling business case using three key elements.

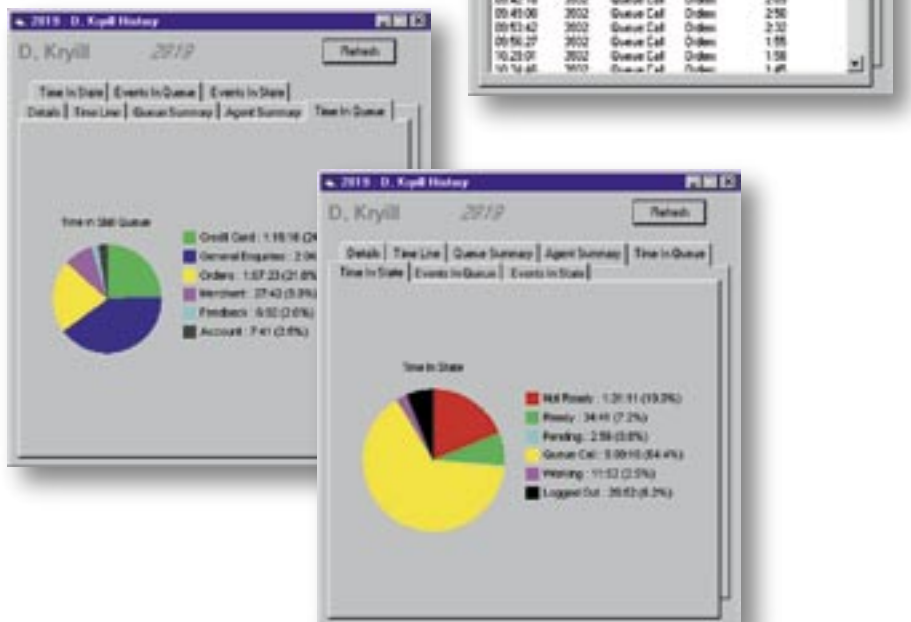
SKILLS BASED ROUTING INBOUND CALL CENTRE

Employees become more efficient and productive. Callers get faster, more helpful service. And the organisation is able to better leverage its stored information – a valuable core asset. For the enterprise, skills based routing with screen pop becomes a strategic competitive advantage.



PREDICTIVE DIALLER OUTBOUND CALL CENTRE

If your business depends on making and receiving volumes of calls then call centre automation is a must. Productivity gains of 300% can be obtained by automating the calling process with the CallSys Predictive Dialler. The dialler can increase your contact rate to as many as 35 per hour. Using a manual system agents typically spend only 15 minutes per hour actually talking. With predictive dialler this can be raised to as high as 55 minutes per hour. Work out the productivity gains!



SELF SERVE IBM WEBSHERE™ VOICE RESPONSE

The WebSphere Voice Response IVR system gives 24x7 access for routine information. The IVR can reduce caller wait times and eliminate caller transfers.

TECHNICAL SCALE AND FLEXIBILITY

the call. If the agent fails to answer the call, the agent is logged out and the call presented to the next skilled agent.

RAPID DEPLOYMENT BECAUSE THERE'S NO SYSTEM INTEGRATION

All that is needed to get a CallSys CCS up and working is some PABX extensions and a TCP/IP computer network. Instant screen pop and skills based intelligent call routing without any complicated system integration.

'PUSHER' CUSTOMER HISTORY RETRIEVAL

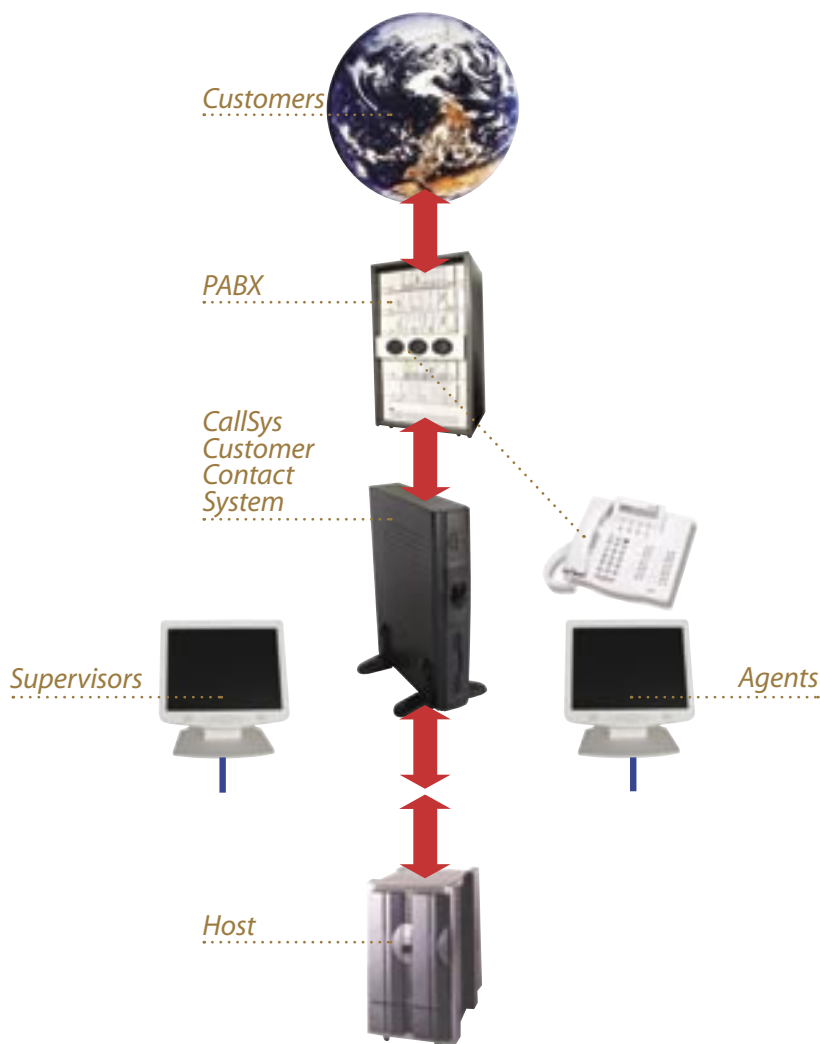
At the instant CallSys passes a call to an agent, key data about the caller can be 'pushed' to your host computer system. Existing interfaces include many Windows GUI systems and terminal emulators.

MICROSOFT SQL SERVER™

Industry Standard database access is used to record every call centre event. This CallSys customer behavioral information can be combined with CRM information to form a unique view of your business and its customers.

IBM WEBSHERE™ VOICE RESPONSE IVR

IBM's next generation IVR, WebSphere Voice Response is an integral part of CallSys CCS. Voice based customer self serve is a key productivity driver. IBM WebSphere Voice Response can include Speech Recognition for enhanced customer service.



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