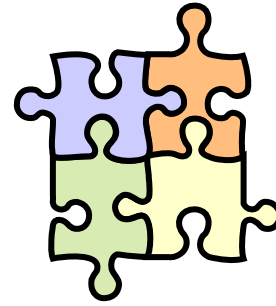


Customer Services

KEY FEATURES:

FULL MEDIA BLENDING
SKILLS BASED ROUTING
INTERACTIVE VOICE RESPONSE
SUPERVISION AND TELECOACH
MULTI-SITE ARCHITECTURE OR VIRTUAL
NATIVE CTI, SQL AND ORACLE SUPPORT
FIVE DIALING MODES, INCLUDING PREDICTIVE AND BROADCAST



Customer Service has become an essential element in client retention and customer relationship management. DialTek has a wide array of services and capabilities to better serve your clients:

Personalize your contact

Personalize each and every one of your contacts by linking the caller's information to your database. Recognizing the caller's phone number or by IVR identification, the caller information is sent to the right Agent in real-time with the call. This personalizes the call; an identified customer is ready to be served, saving you time and money.

Optimize handling time

Customize the application interface for your agents, adapt it for their or the program specific needs. System based tools and scripts allow your agents to efficiently treat their calls, providing superior quality and enhanced customer service. Sending emails and faxes can be automated, saving time and reducing back office expense. The easy-to-use interface allows you to quickly create your IVR scenarios; design the IVR to redirect and route your calls to the agent(s) with suitable skill sets. Intelligent routing scripts can be used while the calls are in queue, during overflow, closing time or in order to treat your clients 24/7. Agents can use the IVR to send callers through an interactive menu in order to complete the call, freeing them for other calls.

No more lost calls

Each campaign is configured via a direct inward dialing number (DID). A personalized greeting is played for each campaign; if an agent is available, the system will then send the call. If there are no available agents, the system can inform the caller of the estimated wait time and place the call in queue. The client can choose to wait or leave his telephone number for a call back. This feature increases service levels by 30%, eliminating abandoned calls. Call blending provides your agents the ability to work on outbound campaigns when there is no inbound traffic. You can also reroute overflow calls to remote call centers, from the same platform and application.

Skills management

Properly managing your human resources can be a very complex task, especially in a call center environment. Managing a large number of individuals including their skill sets, profiles and client options can be daunting. DialTek provides skills based routing. This feature allows you to manage agents efficiently. 255 different profile levels can be set, for groups or individuals. Each agent has a priority level for each of their assigned program queues as well as on individual skills. This multi-level profile provides ensures the appropriate agent is reached. These definitions can be set for each queue regardless of the media: inbound calls, email, SMS, fax.

Supervising teams and queues

Real-time management is essential for proper customer service. DialTek has an interactive web-based interface providing the tools to properly manage all contact center activities. The Supervisor interface displays the status of the multimedia queues, average wait times, service levels, and talk time for each call. Call peaks are immediately detected giving you the ability to react and manage accordingly. An internet connection is enough to access the supervisor, administrator and reporting modules, wherever you are.