



OnviCall

Customer Interaction Business Applications

Contact centers and telephone answering services benefit from OnviCall applications that enable them to expand their product offering while maximizing their workforce to deliver a superior customer experience.

OnviCall delivers a suite of business applications for organizations conducting customer interactions over the phone. Operating on an easy-to-use integrated platform, *OnviCall* brings multiple call handling components together into a single, cost effective solution for contact centers and teleservices providers.

TeleServ is a proven Telephone Answering Services (TAS) business application. *TeleServ* utilizes *OnviNet* components to deliver automated telephone answering service functionality and management reporting needed to successfully operate a profitable TAS business. *TeleServ* enables multiple in-house and remote agents to efficiently answer client's calls and dispatch messages through various methods of delivery.

TeleServ's main user window populates call queues, account information, customizable answer phrases, message taking, websites and more, making it easy for agents to access and view all the information needed to handle calls quickly and professionally.

TeleMed is a Telephone Answering Services (TAS) business application that provides resource calendars for doctors, medical practices and other highly scheduled clients. *TeleMed* can optionally enable clients to conveniently update their account information and on-call schedules online. Additionally, they can retrieve their messages and call recordings where applicable.

TeleCommerce is an order taking and claims processing application. *TeleCommerce* enables contact centers to take orders for clients as well as process credit card and check payments. An optional inventory management package is available to enable the *TeleCommerce* user to fulfill orders as well as take orders.

TeleContact is an outbound telemarketing application. Telephone answering services can expand their services and maximize their workforce by performing outbound campaigns during periods of low call volume. *TeleContact* includes an auto-dialer function as well as customer database. Auto-dialing eliminates errors and dramatically increases the number of live contacts made each day. When used in conjunction with *OnviTrax AutoAgent* scripting, *TeleContact* drives telemarketing campaigns to completion faster and with a greater number of successfully closed transactions.

OnviCall utilizes *OnviNet* components to deliver these services. *OnviNet Telephony Server* receives inbound calls and routes them to greeting, agents and voicemail. *Telephony Server* also enables calls to be patched and recorded. ACD and ICD call routing is performed by the *Telephony Server* to ensure that calls are distributed to properly skilled agents. *Telephony Server* also supports remote agents via dial-up line or data service.

OnviNet Portal provides greetings and voicemail. Optional dialing and unified messaging capabilities

OnviNet Message Server dispatches messages to fax, numeric and alphanumeric pagers, email, etc.

OnviNet Web is a web server that enables contact centers to offer their clients web access to configure their account and schedules and retrieve messages and call recordings.

One Fully Integrated Product Suite

OnviCenter

OnviCenter offers a highly affordable suite of integrated software solutions to advance contact center sales, marketing, customer support and business operations. This comprehensive product suite delivers workforce optimization (*OnviCord*), unified and automated agent desktops (*OnviTrax AutoAgent*), pre-packaged tele-enterprise business applications (*OnviCall*) and call handling supported by virtualization to enable remote operations and agents.

OnviTrax AutoAgent is a web-based application that automates call center agents' desktops. *OnviTrax AutoAgent* accesses the client's database to automatically populate customer information fields and to generate follow-up emails for clients and customers in the background during a transaction.

Call center managers can customize the workflow for each client. The call center administrator can configure the agent prompts and controls for collecting information and presenting screens with *OnviTrax AutoAgent's* user-friendly drag and drop configuration tools.

OnviCord PRO offers simple, browser-based access to a robust tool set that provides everything needed to access and manage call information quickly and easily.

OnviCord PRO supports free agent seating and record on demand.

OnviCord PRO enables users to monitor calls for quality assurance, training or evaluation from virtually any location. Monitor live voice and screen activity from the desktop, with no additional equipment required.

OnviCord Excella delivers the automated tools to easily review recordings of customer interactions and score agent performance. Supervisors can listen to calls and view video of desktop activity (where applicable) while simultaneously working through a customizable scoring template.

OnviCord Pictora captures synchronized voice and data recordings of desktop activity. Record on-screen activity in full color, or take advantage of our grayscale conversion technology to greatly expand recording capacity while maintaining crystal-clear image resolution.

OnviCord Persona performs workforce management that generates the workforce target requirement through forecasting, organizes and manages agents, builds plans and produces the best possible work schedule based on the forecasted need, agent availability and skill levels.

OnviNet provides the network infrastructure for all of *OnviCenter*. *OnviNet* scalable call handling and recording platforms provide low-cost solutions that are optimized for small to medium contact centers.

OnviNet utilizes industry standard Microsoft Windows and XP Professional based servers and MySQL database. Built on a modular, client server architecture, *OnviNet* allows for additional capacity and supports optional features.

- Inbound Call Handling
- Outbound Call Handling
- Database Management
- Voice & Data Recording

OnviNet Options:

- Intelligent Call Distributor (ICD)
- Automated Call Distributor (ACD)
- Interactive Voice Response (IVR)
- Dispatch & Messaging Services
- Web Integration
- Voice Mail
- Unified Messaging
- Predictive Dialer

Delivering Exceptional Customer Value

OnviSource backs up *OnviCenter* with superior customer care, and our commitment to your satisfaction begins at the very first contact.

To experience our service first-hand, contact OnviSource at **800-311-3025**.

We'll be happy to review your call center requirements and discuss how easily and cost-effectively you can implement *OnviCenter* products into your organization. View the *OnviCenter* suite on our website at www.onvisource.com.

About OnviSource

OnviSource offer highly affordable, fully integrated product solutions, hosted application services, and award-winning business outsourcing services in sales, marketing, customer service and support. OnviSource contact center products have demonstrated a superior degree of reliability combined with an outstanding set of features and capabilities that deliver revenue-bearing solutions to contact centers. The company provides solutions to thousands of customers and business enterprises worldwide. OnviSource Inc. is a Delaware Corporation headquartered in Plano, Texas with Operations Centers in Enid, Oklahoma.

