



OnviCenter 6

Next Generation Call Center Solutions

For the first time ever, organizations can fulfill every aspect of essential contact center operations with significantly lower costs using fully integrated and innovative solutions from OnviSource.

OnviCord
OnviTrax
OnviCall
OnviNet

OnviCenter 6 offers a highly affordable product suite that delivers fully integrated Workforce Optimization, Agent Transaction Automation and Call Center Business Applications, virtualized for today's distributed contact centers.

OnviCenter 6 supports the virtualized enterprise by providing an integrated solution for distributing, synchronizing and managing, not only calls and information, but agent desktop applications. These automated applications simplify otherwise crowded desktops, maintain the integrity of transactions, and provide a consistent customer experience throughout the entire virtualized enterprise.

Achieve the Highest Levels of Performance, Quality and Compliance

OnviCord advanced workforce optimization software provides all the functionality and features required to engage in call recording, quality assurance, speech analytics and workforce management – effortlessly! Capture 100% of voice and screen activity easily and cost-efficiently while engaging in every type of call monitoring, such as agent productivity management, quality assurance, compliance, liability protection and call archiving.

OnviCord products interface with virtually any PBX, with flexible configuration options for station side and trunk side recording, T1/E1 taps, DS3 taps or Voice over Internet Protocol (VoIP) communications. The result is a stable, reliable, universal call recording solution without complex integrations, software upgrades or reconfigured trunks and switches.

Optimize and Automate Your Business Processes

OnviTrax AutoAgent improves customer satisfaction, increases productivity and prolongs agent retention by simplifying agent desktops and automating their workflow. *OnviTrax AutoAgent* delivers an agent dashboards that provides a high-level view of the call workflow and the steps for completion, call scripting with a unified agent screen and pre-populated transaction information, as well as, a communication center for automated agent message dispatching.

Grow Your Business with an Expanded Service Offering

OnviCall business applications enable contact centers to expand their service offering by providing complete customer interaction solutions such as telephone answering services, teleservices, resource scheduling and dispatching, medical and emergency services as well as telemarketing, order fulfillment and claim processing.

Implement Optimized Call Handling in a Virtualized Environment

OnviNet offers optimized call handling for intelligent routing of calls, messaging and unified communications, as well as virtualization to support remote agents and secondary locations for load sharing, disaster recovery, and specialized skill sets to deliver a uniform customer experience.

OnviCenter 6

The Complete Call Center Solution

OnViews Management Dashboard

This dynamic operations and management control center provides full telephony, voice recording, management tools and operations applications in an intuitive and easy-to-use interface. *OnViews* user interface dashboard allows control of operations from a single screen, including access to distributed contact centers. *OnviCord*, *OnviTrax*, *OnviCall* and *OnviNet* products work seamlessly with *OnViews* as part of the *OnviCenter* suite of contact center applications.

OnviCord

Improve Performance and Quality with Workforce Optimization

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.

OnviCord Explora speech analytics analyzes *OnviCord PRO* call recordings, acts as a listening agent, delivers actionable events and provides a vehicle for analysis of every recorded call. Users can audio mine 100% of recorded calls without the need for costly resources and manual processes. *Explora* provides the unique ability to "process once" and "search many times" across an asset of available audio.

OnviTrax

Simplify, Optimize and Automate Agent Desktops and Workflow

OnviTrax AutoAgent is a web-based application that automates call center agents' desktops, enabling agents to focus on the customer. *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.

OnviCall

Grow Revenue, Expand Services with Business Applications

OnviCall offers prepackaged customer interaction management applications for telephone answering services, tele-services, order fulfillment and processing, medical and emergency dispatch, as well as telemarketing activities.

These applications enable organizations to bring multiple call handling components together into a single solution. Receive calls, route calls and perform messaging and dispatching functions and much more from one central interface.

About OnviSource

OnviSource offers 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.

OnviNet

Quickly and Easily Implement Call Handling

OnviNet provides 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

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.

