



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 Desktop Automation and Unification and Call Center Business Applications, virtualized for today's distributed contact centers.

OnviCenter 6 supports the virtualized enterprise by providing a fully integrated solution for distributing, synchronizing and managing not only calls and information, but agents' desktop applications to maintain the integrity of transactions, providing a consistent customer experience anywhere, anytime and throughout the entire virtualized enterprise.

Achieve the Highest Levels of Performance, Quality and Compliance

OnviCord advanced software provides all the functionality and features required to engage in call monitoring, recording and quality management – effortlessly! Capture 100% of voice and data activity easily and cost-efficiently while engaging in every type of call recording, such as agent productivity management, quality assurance, 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 applications improve client service, increase productivity and prolong agent retention by creating campaigns and intuitive workflow scripts for inbound and outbound contact center environments. Extract information from legacy databases to establish targeted lists and defined campaigns. Powerful call flow scripts created with *OnviTrax* produce highly profitable campaign results.

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 Call Handling in a Virtualized Environment

OnviNet offers an affordable platform for small to medium contact centers that provides inbound call handling, voice mail, message dispatch and integrated web applications.

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

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 supports free agent seating and record on demand.

OnviCord 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

Easily review calls and score agent performance with *OnviCord Excella*. Supervisors can listen to recordings and view video (where applicable) while simultaneously working through a customizable scoring template.

OnviCord Pictora

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

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.

About OnviSource

OnviSource offers highly affordable, vertically integrated software and outsourcing solutions to call centers and enterprises, enabling them to cost effectively manage their customer interactions while successfully fulfilling their conflicting objectives to reduce costs while increasing customer satisfaction and revenue growth.

OnviSource solutions have been acquired by more than 1,000 customers with installations in North America, Europe and Japan.

OnviSource Inc. is a Delaware Corporation headquartered in Plano, Texas with Operations Centers in Enid, Oklahoma. For information, visit www.onvisource.com.

OnviTrax

Simplify, Optimize and Automate Agent Processes

OnviTrax AutoAgent

Campaign management tools allow non-technical staff to easily create workflow scripts for inbound and outbound environments in a matter of hours.

OnviTrax AutoAgent call flows assist in first-time resolution of customer inquiries, delivering increased productivity, improved client service, and agent job satisfaction - leading to higher retention of clients and staff.

Access legacy databases and extract key information to define target lists and implement effective campaigns and telemarketing programs.

OnviTrax Intelligent Call Distribution

OnviTrax Intelligent Call Distribution (ICD) is a full-featured ICD that handles calls directly from a Central Office or through a PBX.

OnviTrax ICD routes calls to an almost unlimited number of local groups, remote groups or mixed groups of agents. *OnviTrax ICD* optimizes the capability to distribute inbound calls to agents via skills-based routing, ensuring that calls are delivered to operators or groups based on their expertise and levels of experience.

Delivering exceptional customer value

OnviSource supports *OnviCenter* with superior customer care. To experience our superior service first-hand, contact OnviSource at **800-311-3025**.

OnviCall

Grow Revenue and Expand Service Offerings

OnviCall

OnviCall offers call center business applications for Telephone Answering Services, Teleservices, Medical and Emergency services, Telemarketing and Order Fulfillment and Claim Processing.

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 interface.

OnviNet

Quickly and Easily Implement Call Handling

OnviNet

OnviNet provides network infrastructure for all of *OnviCenter*. *OnviNet* scalable 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.

OnviCall routes calls efficiently from multiple PRI's and T1's to agents or voice mail services.

OnviCall communicates with *OnviNet Unified Messaging* to consistently deliver messages to recipient pages, fax machines, and email addresses.

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

OnviNet Options:

- Interactive Voice Response (IVR)
- Dispatch & Messaging Services
- Web Integration
- Voice Mail
- Unified Messaging
- Predictive Dialer

