



## OnviNet

### Building Your Contact Center on a Solid Platform

Contact centers and telephone answering services benefit from OnviNet options that automate call handling and simplify procedures to deliver a superior customer experience.

Strengthen the core of your contact center operations with *OnviNet* voice and data components. *OnviNet* provides the network infrastructure for all *OnviCenter* software applications. Functioning on a single operating platform, *OnviNet* servers deliver efficiency and reliability.

*OnviNet* offers complete telephony management with PBX, IVR, voice mail, unified communications, messaging and dialer components. Whether you're a traditional contact center or a telemessaging/dispatch operation, you can diversify your capabilities and enhance services using these multiple options from a single vendor. Each component integrates with the other in a unified environment.

Flexible network and standard telecom interfaces for T1, E1, PRI, analog and digital lines, VoIP, as well as integration with numerous third party switches are available.

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

#### Options That Increase Efficiency and Productivity

- Interactive Voice Response (IVR)
- Intelligent Call Distribution (ICD)
- Automated Call Distribution (ACD)
- Dispatch & Messaging Services
- Voice Mail
- Predictive Dialer
- Unified Messaging - fax, email, voice mail, text messaging
- Web Integration

#### Inbound Options

*OnviNet* IVR, voice mail and inbound messaging options enable contact center to manage inbound calls accurately and efficiently, requiring a smaller workforce than previously possible.

#### Outbound Dialing

High volume outbound contact centers can rely *OnviNet Dialer* to assure accurate dialing, reduced dial times, and allow agents to process more calls as quickly as possible.

#### Dispatched Messaging

*OnviNet Message Server* efficiently delivers messages to pagers, fax machines and email. Each dispatched message contains a history that includes the number of times a message was dispatched, which operator handled the message and when it was successfully delivered.

#### Web Portal Access

If you're providing telephone answering services, allow your clients to access their accounts readily with *OnviNet Web*. Clients can update their account information and schedules for messaging and dispatch purposes. Enable clients to listen to call recordings relevant to their account.

### **LDX, SBX, MSX Platforms**

Scalable call handling 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 that can add capacity and optional features as needed:

- Inbound Call Handling
- Outbound Call Handling
- Database Management
- Digital Voice Recording

#### *OnviNet* Options:

- Intelligent Call Distribution (ICD)
- Automatic Call Distribution (ACD)
- Interactive Voice Response (IVR)
- Dispatch & Messaging Services
- Web Integration
- Voice Mail
- Unified Messaging

*OnviNet* works seamlessly with the *OnviCenter* suite of contact center applications.

**OnviNet Dialer** delivers intelligent predictive dialing for outbound call handling features customizable call management rules, call queue controls and call switching for call forward functions.

Special statistical reporting functions include averages for on-hold time, call wrap-up time, talk time and dropped calls.

Customized settings include agent call time limits, call assignment method, agent privileges and permissions, minimum initial contact time, maximum connect wait time, maximum calls in queue, and ring options.

**OnviNet Web** is a web portal where end-users can interact with your contact center. Permit them access to update their own account information and notify schedules, view messages and listen to call recordings where available.

**OnviNet Portal** provides end-users with a variety of options for receiving messages such as pager, email, cell phone, home or office phone and fax.

*Portal* is a cost-effective unified messaging platform with standard voice mail and IVR capabilities with web integration utilizing PCI technology for digital and analog circuits. Acting as a stand-alone system or interconnected with a PBX, *Portal* integrates easily with existing services.

*Portal* unified messaging features for voice, fax and email make it possible for messages to be viewed and archived directly from a networked PC or forwarded to an email address.

*Portal* offers a variety of options for receiving messages such as pager, email, cell phone, home or office phone and fax.

A virtually unlimited number of mail boxes makes *Portal* an ideal solution for enterprise-sized applications.

#### Features include

- Auto Attendant
- Multi-User Greetings
- Scheduled Greetings
- Call Screening
- Follow Me
- Trunk to Trunk Transfer
- Group Partitions
- Fax Messaging

**OnviNet Telephony Server** receives inbound calls and routes them to greetings, agents and voicemail. Calls can be patched or recorded. ACD and ICD call routing is performed by the telephony server to ensure that calls are distributed to the appropriately skilled agent. *OnviNet Telephony Server* supports remote agents via dial-up line and data service.

**OnviNet Intelligent Call Distribution (ICD)** routes calls to an almost unlimited number of local groups, remote groups or mixed groups of agents. Groups can be assigned to accounts with a designated DNIS, ensuring that every call is handled optimally for each client. *OnviNet ICD* optimizes the capability to distribute inbound calls to agents via skills-based routing.

**OnviNet Message Server** allows contact centers to add messaging capabilities to *OnviNet* using this stand-alone server. Send messages by alphanumeric paging, alpha fax, digital paging, text messaging and email.

### **Delivering Exceptional Customer Value**

OnviSource backs up *OnviNet* with superior customer care. Our commitment to your satisfaction begins at the very first contact.

To experience our service first-hand, contact OnviSource at **800-311-3025**. Schedule a no-obligation online demonstration.

We'll be happy to review your call handling needs and discuss how easily and cost-effectively you can implement *OnviNet* into your organization. View the *OnviNet* solution at [www.onvisource.com](http://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.

