

Virtual Call Centre Solution

Hosted Routing



Client Side Applications

Virtual Call Centre; powered by Performance Telecom Provides a fully hosted contact centre environment, scaling to meet the needs of hundreds of agents, across single or multiple sites and even home workers. With powerful call routing capabilities, through to advanced client-side applications.

Features

- Minimal Set Up Costs & Monthly Rentals
- Powerful Hosted Routing Capabilities
- Advanced Client Side Applications
- Configured & Managed Via Web GUI
- Hosted Inbound Call Routing
- Real Time Call Statistics
- Virtual Wall Board
- Agent Desktop Application
- Disaster Recovery Solutions
- Hosted Call Recording

Delivered over a Tier 1 network with minimal capital outlay and monthly rentals...

For more information or a demonstration call us now on: **0845 456 1500**
or visit www.automatedtelecoms.com

Hosted Inbound Call Routing

Features

- Advanced Inbound Call Handling
- Self Care Set Up & Maintenance
- Hosted IVR, Queueing, SBR & Call Recording
- Range of Extension Applications Available



Hosted Inbound Routing powered by Performance Telecom: All calls delivered over a Tier 1 network, benefitting from a range of advanced inbound call handling options. Bespoke and complex plans can be set up and maintained easily through an intuitive web-based interface.

PT are specialists within the call centre arena and offer a tailored product set to meet the needs of a demanding sector. Presenting a wide choice of standard and advanced call handling products, with a focus on 'self care set up' and maintenance, allowing you to be ultra responsive and provide excellent levels of service to your own clients.

Hosted skill based routing and call recording, together with our range of extension applications, makes it the perfect platform for virtual call centre solutions.

For more information or a demonstration call us now on: **0845 456 1500**
or visit www.automatedtelecom.com

Virtual Wall Board

Features

- Real time Call Centre Information
- Fully Customisable Look & Feel
- Set Thresholds & Display Warnings
- Delivery To Web, PDA & Phones



Wallboard; powered by Performance Telecom Provides real time call centre information delivered to a web-based Wall Board and updated every three seconds. Complete with a fully customisable interface providing the specific information you need, displayed in the format of your choice.

Part of our Virtual Call Centre Solution

Hosted Routing



Client Side Applications

For more information or a demonstration call us now on: **0845 456 1500**

Real Time Statistics

Features

- Track All Traffic or Individual Numbers
- Hourly, Weekly, Monthly, Annually
- Call Log to Track & Export Call Info
- View & Print Campaign Summaries



Real Time Stats; powered by Performance Telecom Provides Real time call statistics and campaign feedback, delivered to a dedicated web-based application, updated every three seconds. Effective for tracking inbound calls in real time and monitoring multiple campaigns.

Part of our Virtual Call Centre Solution

Hosted Routing



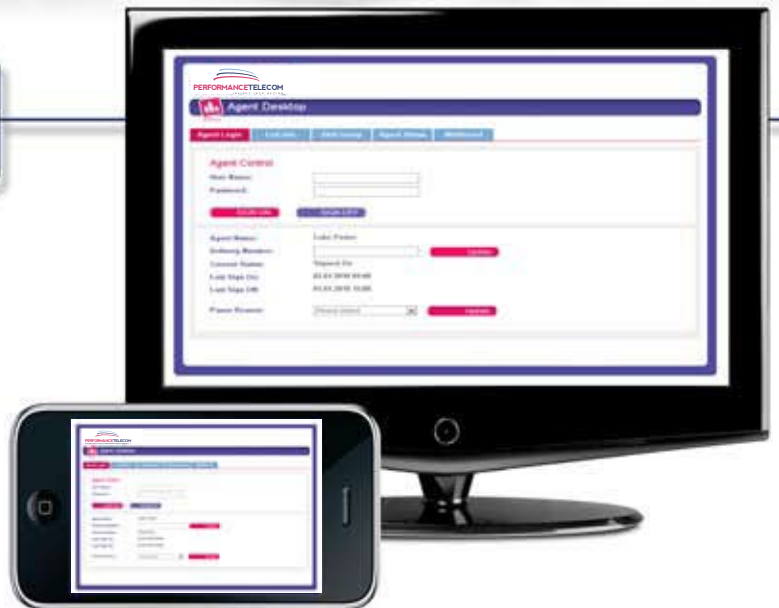
Client Side Applications

For more information or a demonstration call us now on: **0845 456 1500**

Agent Desktop

Features

- Agent Control of Login, Status & DDI
- Call Information Delivered to Agent
- For CTI Integration with CRM Systems
- Additional Info Available to Agent



Agent Desktop; powered by Performance Telecom Provides an agent control interface & delivers real time call information to the agent's desktop with additional skill group, other agent's status and general call centre information. Effective for CTI integration with local CRM systems and virtual call centres.

Part of our Virtual Call Centre Solution

Hosted Routing



Client Side Applications

For more information or a demonstration call us now on: **0845 456 1500**

Early Warning System

Features

- Set Up & Manage Multiple Alerts
- Managing a Range of Parameters
- Real Time Email & SMS Notifications
- Dial In Activation of DR Available



Early Warning System; powered by Performance Telecom Provides real time notifications to nominated contacts via email & SMS as various thresholds are met. Set up multiple alerts, measuring a range of parameters to immediately highlight any unexpected changes in call flow or call quality issues.

Part of our Virtual Call Centre Solution

Hosted Routing



Client Side Applications

For more information or a demonstration call us now on: **0845 456 1500**

Managed DR

Features

- Set Up & Manage Multiple Thresholds
- Proactively Prepare Emergency Plans
- Auto Activate DR on Meeting Threshold
- Auto Revert Back To Normal Routing



Managed DR; powered by Performance Telecom Provides real time updates to inbound call routing plans as various thresholds are met, simply providing a notification of each change via e-mail & SMS. Effective for managing unexpected changes to call flow or call quality issues automatically.

Part of our Virtual Call Centre Solution

Hosted Routing



Client Side Applications

For more information or a demonstration call us now on: **0845 456 1500**

Call Reviewer

Features

- Network Level Call Recording
- Agent Level Searching & Reporting
- Long Term/Unlimited Managed Storage
- No Capital Outlay & A Pay As You Use Service



Call Reviewer; powered by Performance Telecom Provides an advanced web-based interface to enable authorised users to search, play, score and report on recorded calls. All recorded data is safe and secure, with automated back up and long term, managed storage options.

Hosted Routing



Client Side Applications

For more information or a demonstration call us now on: **0845 456 1500**