

software system components

SMART EMAIL

Smart Email is equipped to handle large volumes of incoming e-mail. Like voice calls, e-mail is delivered to the first available agent. As a precaution, the auto log-off parameter re-delivers email to an alternate agent if unopened within a set time. And like telephony contacts, customer e-mail can be viewed and handled promptly and uniformly inside Smart Desktop, along with all other queue activity.

SMART INTEGRATE

The **Smart Integrate** feature is the computer-telephony integration (CTI) gateway, providing an important link between the contact center and its customer database. Smart Integrate enables screenpops that give agents an

immediate visual overview of customer data. Besides cutting call times, a more personalized level of service can be achieved. Additionally, Smart Integrate allows customization of Customer Relationship Management (CRM) applications at the agent desktop.

SMART IVR

Contact center callers can realize the benefit of enhanced business operations with **Smart Interactive Voice Response**, a technology that provides the ability to automate standard inquiries. Customers utilizing a touch-tone phone interact directly with the computer system for general tasks, such as accessing account information, ordering product, tracking a shipment or scheduling a courier pickup.

make the Smart Connect(ion)

To learn more about increasing customer satisfaction, staff productivity, sales revenues and overall call center efficiency, contact your Expanets representative, or visit www.expanets.com.

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Smart Connect™

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Networked Solutions

Your gateway
to intelligent
call delivery

Expanets
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a better customer connection

Does your contact center monitor communication activity? Are your customers frustrated, waiting on hold for extended periods or being transferred too many times? Is every call delivered to an agent best equipped to handle the issue in question? Can you differentiate your best customers and provide priority treatment? Expanets Smart Connect™, powered by Zeacom, is the foundation for a more efficient contact center environment.

a higher level of customer care

A real-time, call routing system that dynamically reacts to caller demands, Smart Connect centralizes telephone, e-mail and Web communications into a single, manageable environment. With Smart Connect, contact centers can realize improvement in these crucial areas:

- Faster response to customer concerns
- Lower call abandonment rates
- Shorter, more efficient talk times
- Priority handling for special customers
- Increased staff monitoring and productivity
- Extensive information management report capabilities
- Decreased network and operating costs
- Overall upgrade in customer service and satisfaction

a flexible, scalable, customizable solution

With Smart Connect, it can be determined how each customer communication will travel through the contact center, at any given time of day, whether traveling via telephone, e-mail or Web. Supervisors can adjust call patterns, set skills-based routing profiles and assign agents to multiple queues, providing operational flexibility. And because Smart Connect is fully modular, unique or specific contact center requirements can drive customization.



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SMART CONTROL

The core module of the Smart Connect system, **Smart Control**, directs all call and Web-based communications into the contact center. Smart Control delivers a variety of features and benefits.

Skills-based routing — Agents' skills and experience may be matched to different queues. Calls are then routed to the agent best equipped to handle the customer concern, resulting in fewer transfers, reduced caller wait time and less frequent abandoned calls.

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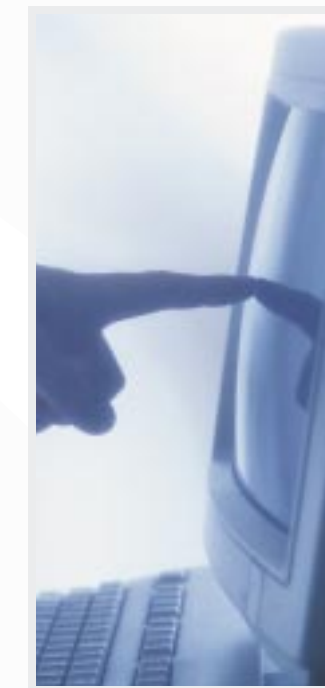
Call priority — Call priority may be adjusted, based on Caller Line ID or the number dialed. VIP callers can be moved ahead and calls outside the local area pushed to the front of the queue, decreasing costs while increasing customer satisfaction.

Detailed reports — The Smart Connect database stores "cradle to grave" call detail on every customer contact. Analysis of activity (total calls, wait/talk times, peak periods, abandonment rate, etc.) provides accurate forecasting information, useful for staff and queue management.

Administration — With Smart Control, resources are managed on the fly, while the system is live and running, without waiting until the end of the day or taking equipment down. Software wizards allow changes that become effective, system-wide, with the click of a mouse.

SMART ANNOUNCE

Smart Announce keeps customers informed and in control. Intelligent on-hold announcements by an auto attendant provide answers to frequently asked questions. Automatic prompts query the customer for information that will more quickly route the call to an appropriate solution. Callers are kept apprised of their place in the queue, increasing the likelihood that they will remain on the line.



SMART CALLBACK

Smart Callback allows a caller to leave a message, key in a phone number, hang up and retain a place in the queue for the first available agent. When the callback number comes up, it is automatically dialed,

while the customer history appears on the answering agent's screen. Smart Callback is particularly effective during peak call periods, and helps to decrease inbound toll-free costs.

SMART DESKTOP

Smart Desktop is a tool that offers managers a real-time, virtual view of all activity in the contact center. Because it runs across the network, the graphic user interface can also display call and queue information on all screens, letting agents monitor themselves and each other toward greater productivity. Smart Desktop provides numerous options, including:

Queue identification — For incoming calls, including queue name and caller wait times

Agent status — For example, whether agents are on the phone, on break, completing paperwork, etc.

Queue status — Includes the number of calls waiting in queue and other customer service statistics

In a typical scenario, all agents and managers can view the length of time every call has been waiting in queue, and so take action to assist each contact. Caller detail automatically appears, eliminating excess questioning or manual recording of identifying information. Agents use the computer toolbar to control the phone, for example logging into a queue, requesting off-phone time or raising an alert for supervisor assistance.



SMART WEB CALLBACK

With **Smart Web Callback**, business Web sites gain additional interactive capacity. Customers may request a call by leaving a message and also specifying a preferred time for the returned call. Real-time status of the pending callback can be monitored on the site. When Smart Control intercepts the message, it is delivered to an agent via skills-based routing. Smart Desktop supplies a computer screenpop with call history detail.