ORACLE®

Think Outside Box – New Approaches for a New World

Wendell Black
Vice President,
Oracle Contact Center Anywhere

Marc Wolfson
National Sales Director
Promero, Inc.

Roman Schepis
Chief Technology Officer
Promero, Inc.

Promero Inc.

The Right Technology, the Right Results

Our Mission …

Provide business solutions that enable rapid growth of enterprise contact centers by transitioning them to a cost-effective, blended, multi-channel IP-technology platform.

"Promero provided us with the right technology at the right price for our business model"

Our History…

- Founded in 2001
- Hosting over 10,000 users
- Processing 10 Million calls per month
- Oracle Certified Partner

Why Contact Center Anywhere…

- Leverage existing infrastructure
- Reliability
- Scalability
- Quick to provision and deploy
- Interoperable with existing systems

Our CCA Services…

- Oracle Contact Center Anywhere
  - On-Demand
  - Hosted
  - Customer Premise

CCA On-Demand…

- On-Demand offers clients bundled Contact Center solutions plus professional services.
  - Fast deployment
  - Low up front cost
  - Simple setup
  - Elastic capacity
  - Try before you buy

CCA Hosted…

- Setup and configured by Promero
- Client owned / leased
- Enhanced flexibility of dedicated instance
- Option to migrate to premise solution

CCA Customer Premise…

- Setup and configured by Promero
- Client owned
- Promero supported
- Hands on equipment flexibility
- Leverage existing infrastructure

CCA Extensions…

- Multiple countries
- Sales lead Manager
- Predictive List Manager
- Custom reporting
- Sales data transmissions
- Custom Dashboards
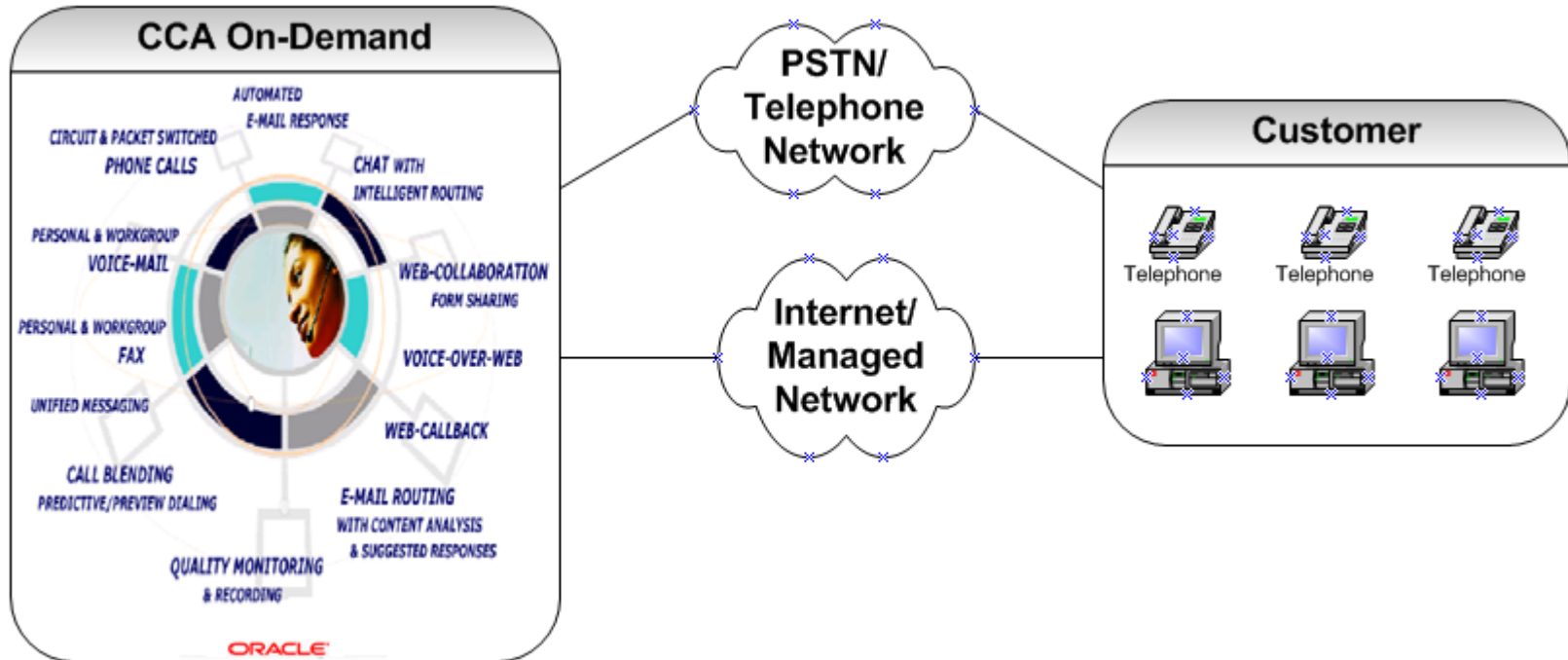- Data archival
- Web Service API's
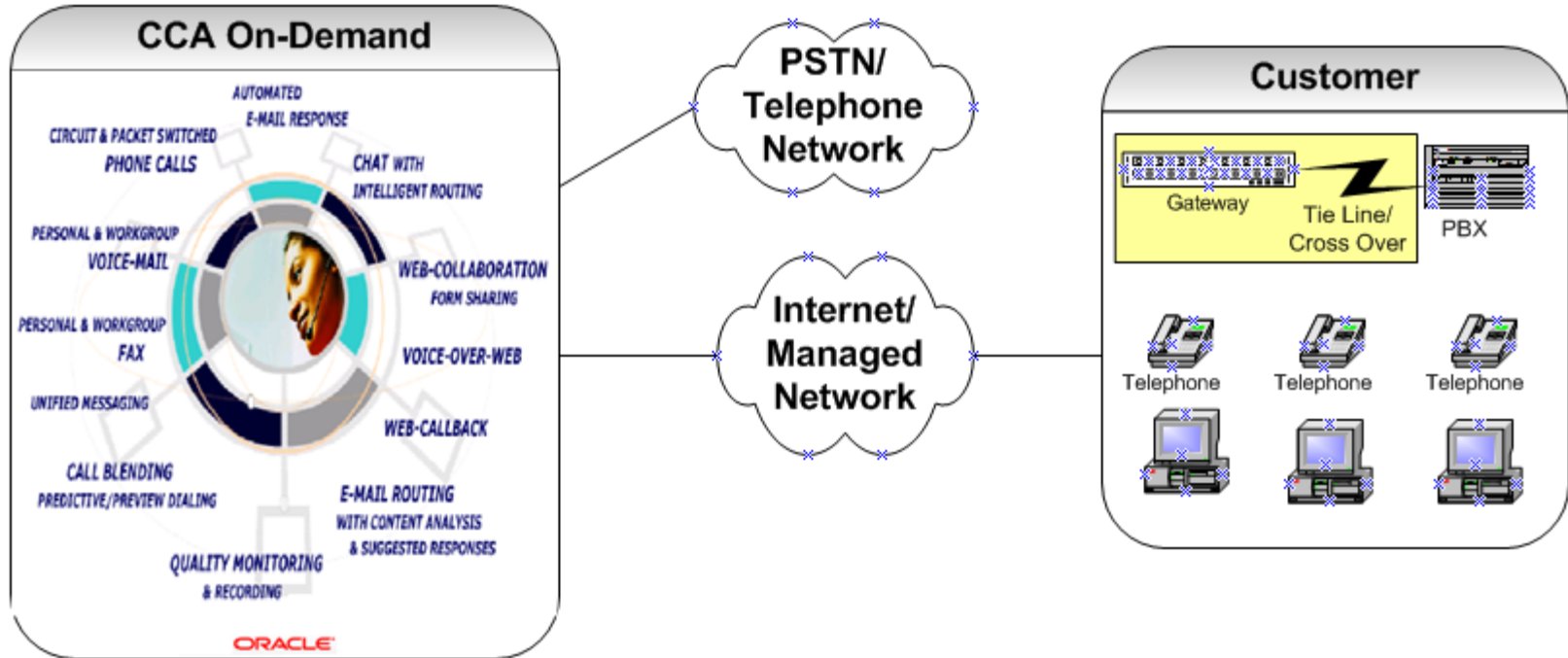
Client Deployment Solutions…

- Standard deployment templates
  - PSTN
  - VoIP via existing PBX
  - VoIP via telephone adapters/gateways
  - VoIP via IP Phones
  - VoIP via Soft Phones
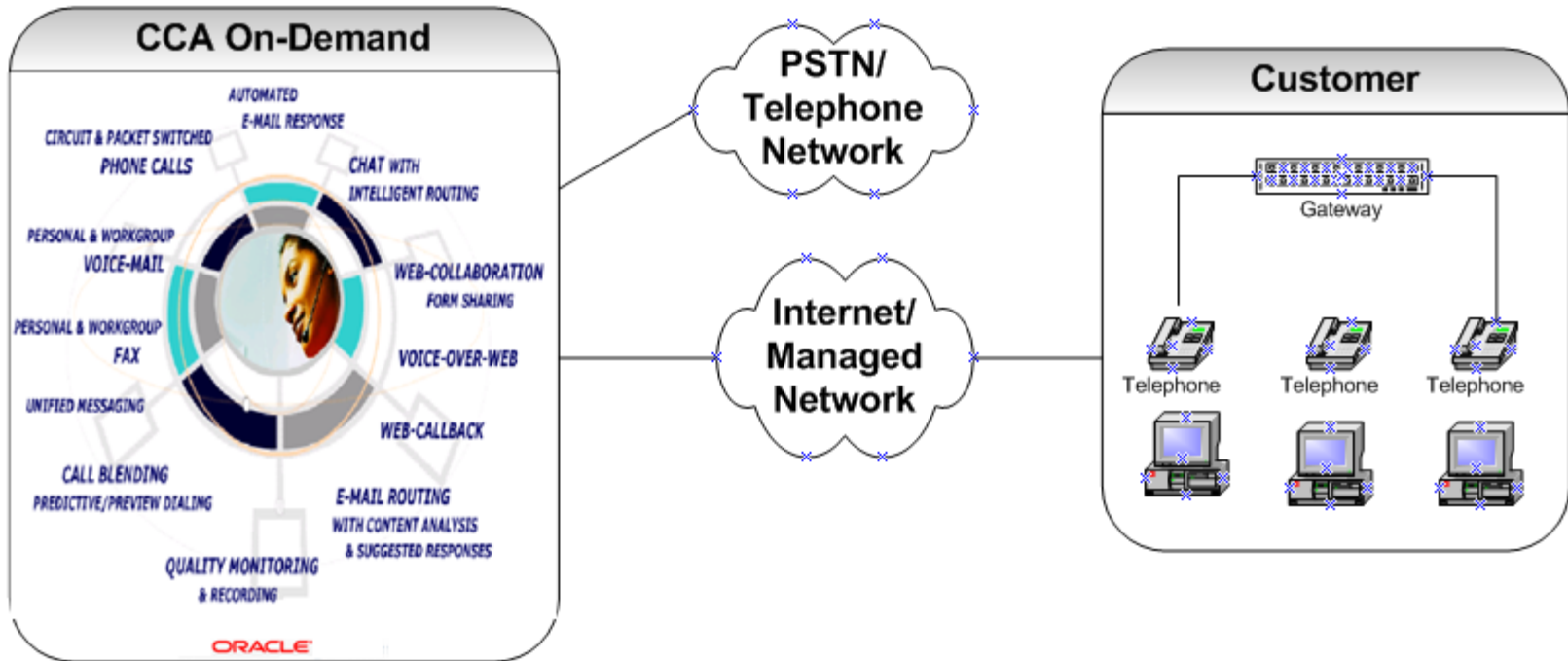 - SOHO combined tele-worker/cyber agent
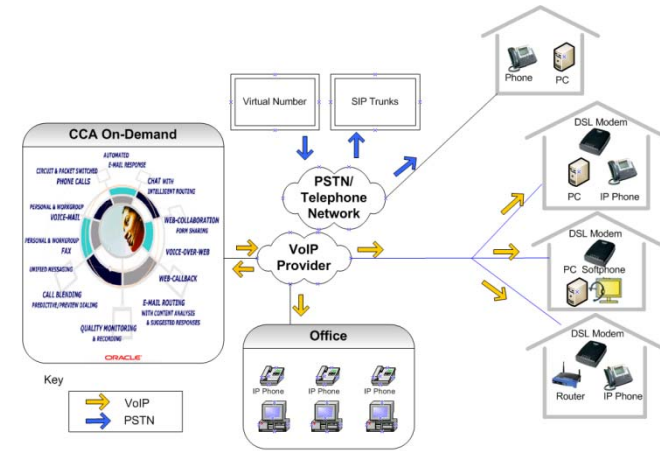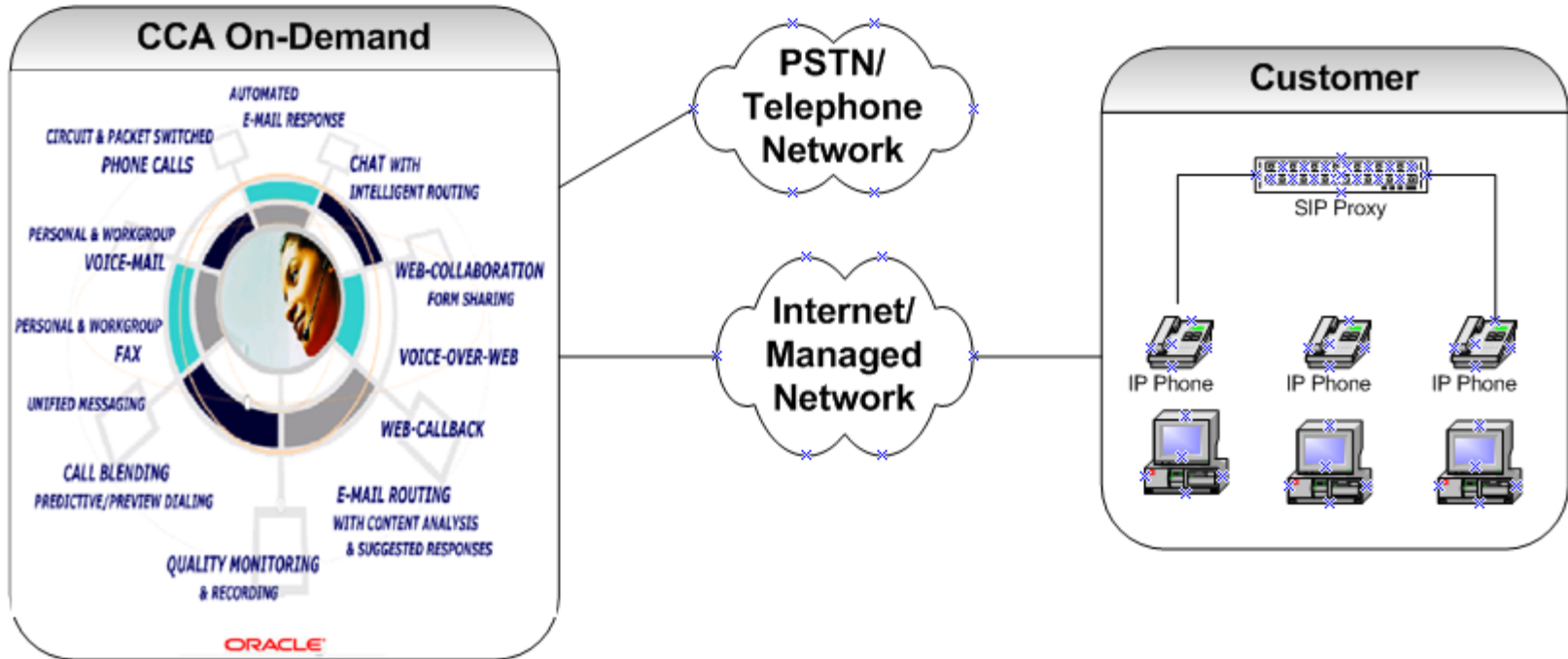
Client Deployment Option 1… (PSTN)

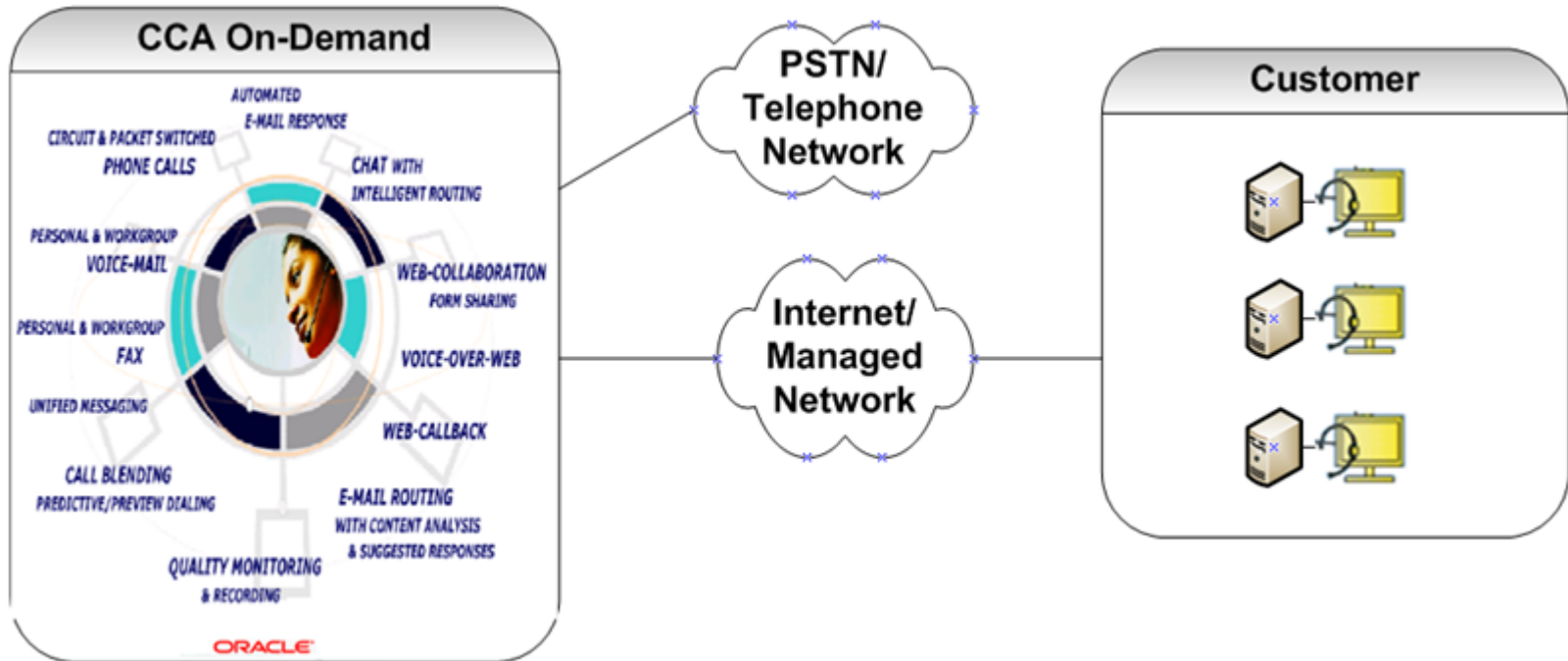# Client Deployment Option 2… (Gateway / PBX)
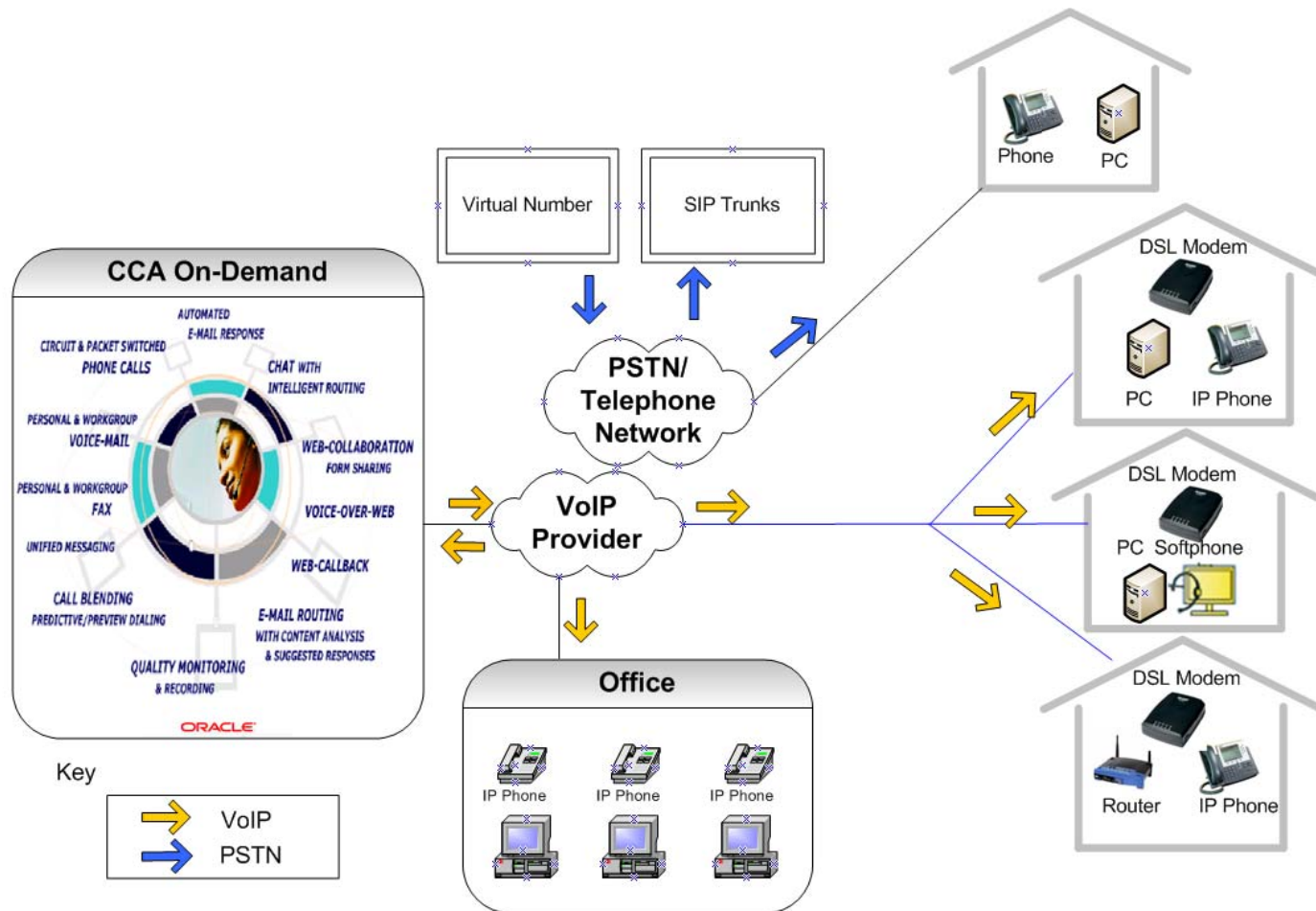
Client Deployment Option 3… (Gateway Only)

Client Deployment Option 4… (SIP Proxy)

Client Deployment Option 5… (Soft phone)

Client Deployment Option 6… (SOHO)

Case Study #1…

Client #1 Challenges / Solutions
- Integration issues
- Tele-worker capabilities
- Multi-channel communications
- Reporting needs
- Administration overhead

Case Study #2…

Client #2 Challenges / Solutions

- Uptime

- Remote administrators

- Multi-location, Multi- Country

- Multi-language

- Reporting needs

- Administration overhead

Case Study #3…

Client #3 Challenges / Solutions
- Scalability
- Tele-worker capabilities
- Reporting needs
- Integration issues

ORACLE®

Summary…

- Reliability
- Scalability
- Quick to provision and deploy
- Interoperable with existing systems

Contact Us

For more information on Oracle's Contact Center solutions, Contact Promero, Inc.

**Toll Free: (888) 204-0822
Tel: (954) 935-8800 Option 7
Fax: (866) 504-4212**

E-mail: sales@promero.com