

**::the benefits**

- Improved Customer Satisfaction
- Increase Revenues
- Reduced Customer Contact Costs
- Scalable
- Instant visibility of any deviation from work schedule by agents
- Increased Management Awareness

**::the features**

- One Click Scheduling
- Forecasting Workforce Requirements
- Call Management
- Web Callback
- Voicemail
- Interactive Voice Response (IVR)
- Skills Based Routing
- Web Collaboration

## Virtual Contact Center Solution

Promero's ProStar Virtual Contact Center (VCC) is a comprehensive solution for real-time customer interactions across all communication types, e.g. telephone, email and chat. Our solution includes advanced skills based routing so that each customer contact will reach the appropriate agent every time, locally or remotely, and offers unified management reports across all mediums for all locations. Workforce management ensures that the right people are available at the right time to maintain peak efficiency and service levels. Clients can create employee optimization schedules for thousands of agents across all locations, with different hours and work rules, in just a few minutes. All products are fully customizable to meet your needs.

# Virtual Contact Center Solution

## ::the benefits

### Improved Customer Satisfaction

Collaboration allows agents to service customers more efficiently. With wait times reduced and customer information (such as how the contact was initiated and what web page the client is viewing) immediately displayed for an agent, the level of personalized customer service increases, as does the satisfaction of the client.

### Increase Revenues

Enables your representatives to assume an increasingly important role in the sale and support process using value driven processes to maximize interactions with profitable customers. Agents are empowered with the knowledge to provide excellent customer care that will drive sales and develop loyalty over the long-term.

### Reduced Customer Contact Costs

Promero makes enterprise class software accessible to small and medium-sized organizations without the deep investments in the software, development time, hardware and personnel to support these solutions. Promero hosts, manages and supports your applications in one of our state of the art network operations centers.

### Scalable

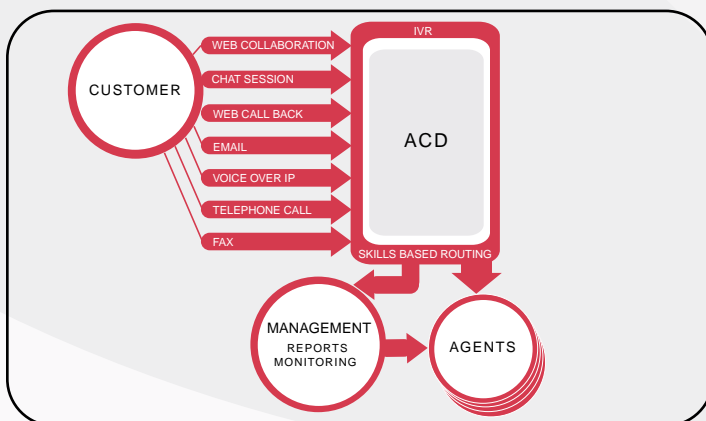
Your company can start small and instantly grow without waiting for deployment of costly equipment or adding additional personnel to engineer a system to meet your new requirements.

### Instant visibility of any deviation from work schedule by agents

Monitor the workflow and status of employee or team across all locations. Management is instantly aware of any deviations when it happens, before an operational impact is felt.

### Increased Management Awareness

Monitor the workflow and status of an employee or team across multiple locations. Real time and historical reports for all locations and all agents. Full monitoring capabilities are enabled independent of location.



## ::the features

### One Click Scheduling

Managers can schedule agents taking into consideration historical factors and future needs with just a single click in a browser.

### Forecasting Workforce Requirements

ProStar VCC gives managers the tools they need to run large teams of agents efficiently and track their performance minute by minute. Schedules for thousands of people, across all locations, with different hours and work rules, can be computed in minutes.

### Call Management

Agents receive inbound calls initializing from either PSTN or the Internet. Outbound calls are initiated directly from PC utilizing the softphone or IP phone.

### Web Callback

Web callback lets customers make requests to receive a callback by filling in a web-based form. Agents can initiate a callback with just one mouse click. Callbacks are handled with the correct priority and skills for maximum efficiency.

### Voicemail

Easy administration, forwarding and review functions make managing voicemail effective. Agents receive voicemail in email format making location independent collaboration a reality.

### Interactive Voice Response (IVR)

The IVR capabilities can be completely customized to meet the specific needs of any customer; including customizable greeting, surveys and polls, call center forwarding, and simple order entry transactions. In many cases, callers can navigate self-service menus to diminish the number of calls that need to be serviced by live agents.

### Skill Based Routing

ProStar VCC supports powerful skills based routing of calls, e-mails, and internet contacts. The system can take into consideration a number of criteria to perform proper routing such as: account status, customer profile, and last representative contact. Agents can utilize a VOIP soft phone or standard PBX system. Soft Phone application allows for agents to be completely telephony enabled with only a PC and Internet access. The system can also be set up to utilize an existing in house phone system for ease of adoption.

### Web Collaboration

Call center agents become interactive web agents able to push pages directly to customer's desktop. Predefined text messages can be integrated with co-browsing to effectively present information using best practices.