



## **Promero Cloud Call Center Software Solution**

### CTI integration with

## **Oracle<sup>®</sup> Service Cloud**

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Promero and Oracle Service Cloud combine to provide a powerful tool and value to customers. The Promero Cloud Call Center CTI Connector is designed for organizations requiring advanced capabilities, superior client services, increased efficiency and accessibility from distributed environments.

Four automatic Screen Pops come standard out of the box, making the Promero CTI solution unparalleled in the industry for Service Cloud users:

- Inbound Call Existing Incident
- Inbound Call New Incident
- Inbound Call General
- Outbound Call

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# Deliver agility, scalability and reliability . . . in the Cloud.

#### **Inbound Call Existing Incident**

The Incident ID is entered by the caller using their telephone keypad, Incident is automatically looked up, Contact information is displayed, the Incident is displayed and a new Task is inserted into the Incident. All during the initial ring and without a single mouse click.

#### **Inbound Call New Incident**

Automatically match Caller ID, display the Contact information, open a new Incident and insert a Task for the call. All during the initial ring and without a single mouse click. If multiple Contacts match the Caller ID, a double click from the name list will automate all of the above.

#### **Inbound Call General**

Automatically match Caller ID and display the Contact information during the initial ring and without a single mouse click. If multiple Contacts match the Caller ID, a double click from the name list will pop the Contact record.

#### **Outbound Call**

Automatically match the phone number and display the Contact information during the initial ring and without a single mouse click. If multiple Contacts match the phone number, a double click from the name list will pop the Contact record.

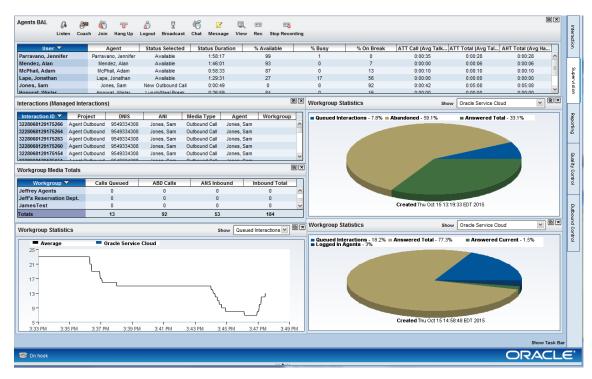


# Deliver optimized solutions tailored to many industry verticals.



#### **Promero Cloud Call Center**

The Promero Cloud Call Center delivers customer interactions to a unified queue so the agent has comprehensive access to customer interaction lifecycle and work tasks. It also increases agent productivity and effectiveness which boosts overall contact center performance.



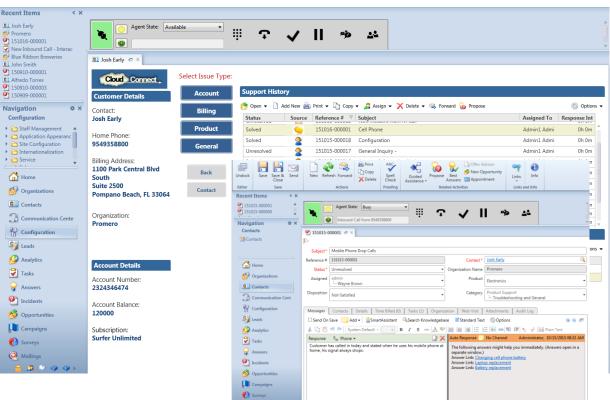


# Deliver optimized solutions tailored to many industry verticals.



Customers expect to speak to an agent who has the complete activity of their interaction with the organization. You can maximize customer satisfaction from customers as a result of having instant access to their history and fulfilling their needs.

The Promero solution integrates seamlessly into your business environment and connects Oracle Service Cloud with your contact center, giving agents a complete lifecycle view of the customer.





# The Promero Cloud Call Center boosts overall contact center performance.



#### **Features**

- Four powerful automatic CTI Screen Pops come standard
- Media bar providing presence, call control and interaction management
- Automatic Call Distribution (ACD) with Advanced
   Skill based routing
- Cloud access from anywhere at anytime
- Quality Control monitoring, whisper coaching and historical call recording access
- · Call transfer and conferencing
- Predictive, Preview and Power Dialing
- Interactive Voice Response (IVR)
- Enterprise-class scalability
- Infrastructure independence preserves telephony investments with support for traditional PBX IP Telephony, Softphone and Mobile phones
- Supports remote contact centers and home agents
- Customizations available



### **Benefits**

- Support faster, more accurate, and more personalized customer service, while increasing agent productivity and reducing costs
- Eliminates tedious, time consuming screen switching
- Seamlessly deploy a true thin client with no need for additional software installation on an agent's workstation
- Avoid buying additional licenses as the connector uses standard service license
- Fewer clicks for an agent to complete their work, thereby lowering an agent's time per call
- Better communication
- Higher first-call resolution
- Superior customer experience
- Boost agent productivity



Promero has extensive experience in deployment, integration, and management of call center solutions.

#### **About Promero**

Promero, Oracle Gold Partner, has been a global leader in providing hosted call center software since 2001. Promero has implemented hundreds of company instances in both multi-tenant, single tenant and hybrid environments. Promero solutions provide maximum value for every customer interaction, every customer business requirement, deployment option and budget.

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