



>>> Call Center Technology

VOCALCOM

**A Global Approach to**

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**Call Center Technology**



Over the past 10 years, Vocalcom has provided world-class **contact center solutions**. With a global presence and **over 250 000 agents** using our systems daily, Vocalcom occupies a leadership position in today's call center marketplace.

These solutions have allowed our customers to efficiently service their clients by using advanced features, **rich functionality and superior stability**.

Vocalcom has caught the attention of industry analysts, which have awarded Vocalcom the Product of the Year Award for 5 consecutive years. In 2006 Vocalcom received **the innovation award** for its new IP multi channel platform.

Over and above these advantages, the premiere quality of our solutions is the ability to provide our clients with limitless possibilities...  
**Would this be the reason why our customers are so attracted to us?**



**Call Center Technology**

# Applications

Telemarketing

Customer Care

Debt Collection

Appointment Management

Web Customer Management

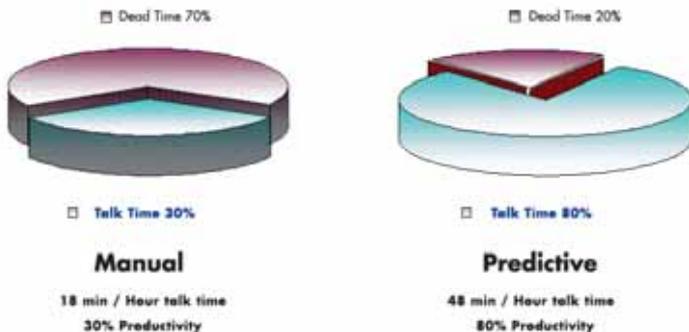


# >1 Telemarketing

Regardless if your business model is B to B or B to C, Hermes offers you a wide range of features and functionalities to improve your productivity and enhance the quality of your contacts for an optimal penetration rate.

## > Quality and productivity

The outbound Hermes Eagle engine has **5 different dialing modes**, it can accommodate all your specific campaigns. For each outbound campaign, you can import a call list with the information of the clients or prospects you wish to contact.



The Hermes Eagle engine will manage the dialing for you automatically. The engine qualifies and filters non productive calls (absent, wrong numbers, faxes and answering machines). By eliminating these calls your TSR's can focus on calls **that improve their performance**.

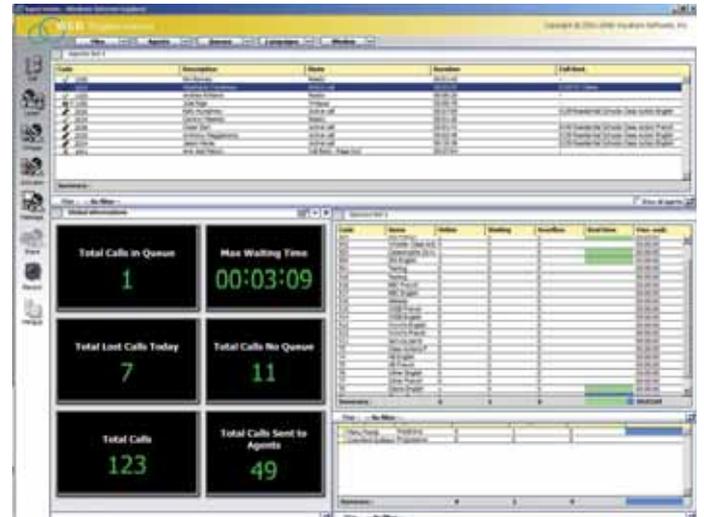
The TSR's will therefore spend 80% of their time on calls, this will increase their productivity and will consequently **increase your company's revenues**.

Furthermore, the Hermes Eagle predictive dialing engine can intelligently adapt its dialing patterns based on performance in order to get the best possible results. You can **assign up**

**to 10 numbers** for each one of your contacts in your call list. This will allow you to penetrate your list by multiplying your chances to reach your contacts.

## > Personal call back management

When you're prospecting for new business, **calling back your contacts** at the precise date and time is of the essence. In order to efficiently manage their appointments the agents have at their disposal a calendar to plan their call backs at the exact date and time that the client or prospect has requested. When the call back is due it will automatically call the client. The telemarketers call back personally their indecisive prospects, and on the phone number of their choice. At the time of the call back the system will display the call back information to the agents and then he will have the ability to review information and notes prior to executing the call.



### > Rebuttals are the basis of a sale

Proper rebuttals and arguments are the fundamental basis of a successful sale, regardless of the target or product.

The scripting tool allows you to create built in arguments and rebuttals **for your telemarketers** in order to efficiently present their offers and or products. The call flow and sequence of the conditional pages can be configured in the script based on multiple predefined criteria's.

The Scripting tool has built in objects, allowing you to customize your scripts, and can assist your agents throughout the call, for example: ability to display and **guide your agents through rebuttals** and objections. By using the mouse, the agent can access all FAQ's providing answers to all of your client's questions, providing your agents with the proper tools to fulfill sales expectations.

Furthermore, the scripts can be integrated to your data and knowledge base systems, providing the TSR's with the proper information. The scripting tool allows you to write into your database during the call, giving you up-to-date information.

### > Call List Management

A successful telemarketing campaign relies on the quality of the leads you provide. The built in import utility allows you to verify the data you input prior to putting live for your TSR's. Other call list management features include:

- Verify the physical format of the telephone number
- Removes and ignores all invalid numbers
- Removes duplicate records
- DNC and government legislation compliant or for clients that don't want to be contacted.

These verification processes guarantee a quality call list to assign to your outbound campaigns.

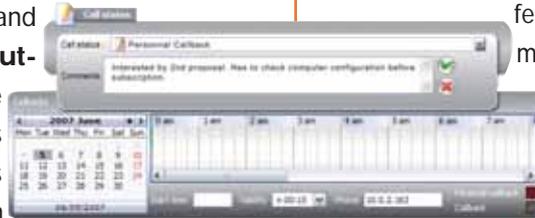
### > Supervision and Reporting

The ability **to track results and manage** your TSR's in **real time** is the most important element to a successful telemarketing campaign. The supervisor interface offers key features and functionality in order for the managers to track their teams efficiently.

Each supervisor can customize their interfaces and display their desired screens and results related to their campaigns: number of calls, qualified contacts, number of sales per hour, penetration rate, etc...

The supervisor has access to an interactive toolbar where he can manage his teams using the following media: **Listen**, whisper, **record** and **chat**.

The **reporting** module offers a wide array of reports based on **key production elements**: campaign call qualification details, agent reports, agent ratios, agents work time, agents break time, etc... The statistics and reporting databases are available to you in the event that you need to compile personalized custom reports.

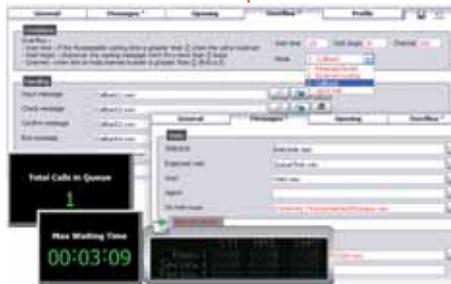


# > 2 Customer Service

To keep a customer is a mission so complex as to conquer him. **Client retention is key to a successful business.** Customer service has become an essential element in customer relationship management. Vocalcom proposes a wide array of functions to treat and optimize human resource management in order to better serve your clients.

## > Personalize your contacts

Because a recognized customer is grateful, **native CTI** (Computer Telephony Integration) allows you to personalize each and every one of your contacts, by linking the caller's information to your database. Simply **recognizing the caller's phone number** or by IVR identification, the caller information is sent to the TSR's screen at the same instance as the call, personalizing the call, **saving you time and money.**



## > Optimize handling time

With the Web Scripser you can easily customize the application interface for your agents. This interface can be adapted for their specific needs. Objects include: combo boxes, text and numeric fields, credit card information with real time verification, question and answers, objections, rebuttals, ... These tools allow your agents to efficiently treat their calls in a timely manner providing superior quality and enhanced customer service. Furthermore, actions like sending emails and faxes can be generated automatically, saving time and considerably **reducing back office expenses.**

The easy-to-use X'Voice interface allows you to easily create your IVR scenarios. You can design your IVR's to redirect and address your calls to proper agents with suitable skill sets. These intelligent routing scripts can be used while the calls are in queue, during overflow solutions, closing time or in order **to treat your clients 24/7.** Furthermore, IVR's can be used for your agents to send callers through an interactive menu in order to complete their calls. IVR can be used as an automated verification call recording system. The clients can access these automated interactive voice menus while the agents can continue to process other calls.

## > No more lost calls

A client that's hangs up is a disappointed customer and perhaps even a lost client. In order to optimize your quality of service, Hermes.Net offers a number of functionalities that allow you handle almost **100% of your calls.** Each individual campaign is configured via a direct inward dialing number (DID). As soon as the calls hit the ACD it will play a personalized greeting message for each individual campaign. If an agent is available the system will then send the call. If there are no available agents, the system can prompt the caller with an estimated wait time and push the call into a queue. The client can choose to wait or leave his telephone number for a call back. **The call back feature** can increase your service levels by **30%**, eliminating abandon calls. Five abandon solutions are available giving you the opportunity to adapt specific criteria's to each one of your services and answer

your calls promptly. **The native call blending** feature gives your agents the ability to work on outbound campaigns when there is no inbound traffic. Considering the web enabled Hermes.Net interface you can reroute overflow calls to remote call centers using the same platform and applications while consolidating your resources and managing your calls.

### > Interactive Voice Response (IVR)

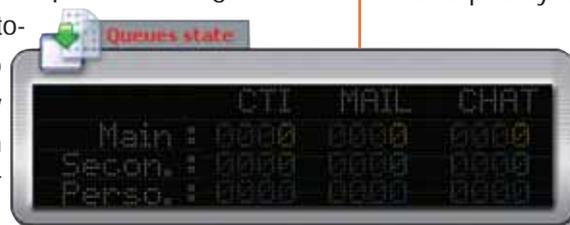
The IVR provides a first level of interaction with your clients. It can be used for simple guidance, press 1 for English or 2 for Spanish or have your customers input a unique number to identify them and or seamlessly detect their ANI and direct them to a specific representative or department.

The IVR editor consists of an **intuitive graphical user interface** allowing you to create your IVR scenarios. Equipped with a toolbox you can define your structure, messages, **connections to databases** and the speech engine application. The test mode lets you simulate calls in order to test your IVR before putting it live. All the changes that are made in the IVR editor are taken into consideration in real time.

From start to finish you hold the necessary tools to properly create and manage your interactive voice scenarios. Efficiently send calls to TSR's with the appropriate skill sets. Using DTMF inputs or speech recognition, X'Voice allows you to properly route calls directly to a specific department. This also lets you prioritize VIP calls versus nuisance calls.

### > Human Resources and Skill Management

Properly managing your human resources can be a very complex task in a call center environment especially when you need to manage a large number of teams including their skill sets, profiles and options. Hermes.Net gives you the ability to manage agent's skills «Skill Based Routing». This feature is simple yet powerful and allows you to manage your agents efficiently. **255 different levels of profiles can be set**, for multiple groups or individuals. Each agent has a priority level on each of their assigned queues as well as individual skill sets. This multi level profiling gives you a second level of skill based routing to properly treat each call to the appropriate agent. These definitions can be set for each queue regardless of the media: inbound calls, email, SMS, fax, ...



### > Supervising Teams and Queues

**Real time management** is essential for proper customer service. The Hermes.Net supervisor is equipped with an interactive web based interface giving you the proper tools to properly manage the contact center activities. The supervisor screen displays the status of **the multimedia queues**, average wait time, service levels, and talk time for each call. Calls peaks are immediately detected giving you the ability to react accordingly. To access all of the Hermes.Net management tools all you need is a computer with an internet connection in order to use the supervisor, administrator and reporting. You can supervise, manage and administer your call center simply and efficiently.

# > 3

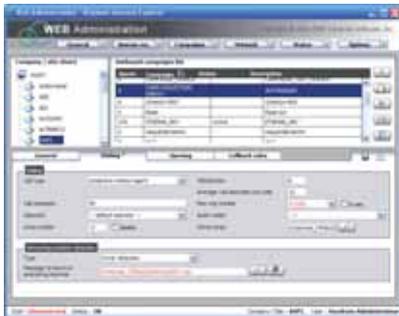
## Debt Collection

There are 2 main objectives in collections, the 1st to collect the past due amount and the 2nd to re-establish the commercial relationship.

The only way to successfully collect payment and to show your persistence without using harsh tactics is to contact the debtor by all available medias: email, fax, SMS, telephone and regular mail.

Vocalcom's debt collections applications allow you to manage the various communication medias **by automating the process** thus bringing down cost and providing **proper persistent pressure**.

Hermes Eagle, Vocalcom's predictive dialer detects wrong numbers, manages call backs, detects answering machines and can **leave random messages in voice mail** answering machines, consequently can double your TSR productivity. It can also send emails, SMS messages and make automated outbound calls. The use of an IVR can handle inbound calls that can identify the account number, capture the caller's telephone number while updating your data base. 60% of these calls are made from mobile phones allowing the system **to send SMS messages** resulting in a low cost and effective way to continue the collection process and provide results.



### > Efficiency of an automated call

This is the ideal feature to optimize your collection process and minimize your cost as you **contact your debtors without using a physical TSR resource**. An IVR can call your accounts automatically and play a personalized message, the account number, past due balance, aging summary and payment terms. These messages can automatically be adjusted based on number of attempts and amounts.

### > SMS Support

For the debtors that are unreachable and you have their mobile number, you may use **SMS to exploit your database** by using this media. With a written advantage your debtors will have on hand the exact amounts and payment terms in order to facilitate their payment.

A screenshot of the 'Parameters' configuration window. It lists various settings for an automatic dialer:

- Call type: Automatic dialer (dropdown)
- Onnet script: \SVI\Debt\_1.ons (text field with search icon)
- Call file: Customer\_Calls (dropdown)
- Calls scheduling: -- No Scheduling -- (dropdown)
- Display to prospect: The real phone number (dropdown)
- Call attempts: 50 (text field)
- Max ring number: 8 (32s) (dropdown) with an 'In sec.' checkbox
- Operator: -- default operator -- (dropdown)
- Lines number: 45 (text field) with a 'disable' checkbox
- Type: Driver detection (dropdown)
- Message to leave: \WAV\notify1.wav (text field with search icon)

### > Optimize productivity

The scripting tool is a fundamental tool for your collection needs. The TSR's will have access to all relevant information related to client's history from one unique application tool. Furthermore your TSR's will have the ability to take credit card payments and update bank account information.

Furthermore, your agents can process transactions, send authorization requests and update account information in real time.

Armed with this predefined information, the TSR's now have on hand all rebuttals, objections and answers to answer all the questions your clients may have. With these types of tools the TSR's can efficiently process the collections.

The TSR's success relies on the predictive dialing engine, non productive calls are filtered and not sent to the TSR's thus enhancing their performance and results.

Furthermore the ability to adjust the dialing patterns of the predictive engine allows you to control your contact and abandon rates in order to maximize the performance of your list. Time is of the essence for collection campaigns.

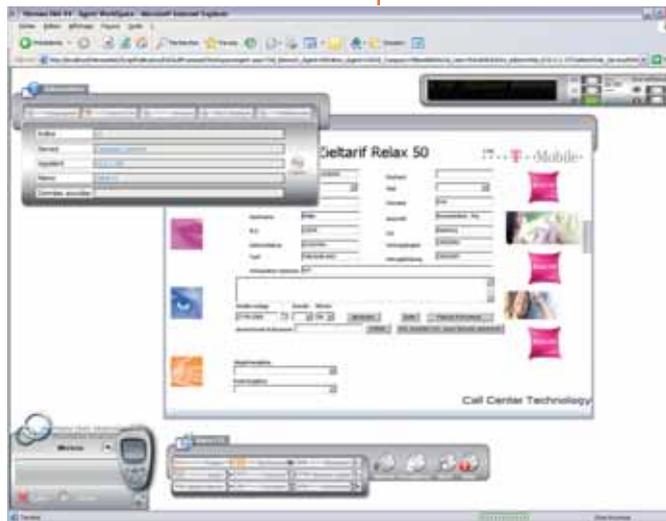
### > Leave messages on answering machines

In a business to consumer environment there is no way to avoid answering machines. These devices are a nuisance for collection agencies. Our solutions allow you to leave a predefined voice message on all detected answering machines. Moreover we can go a step further and leave tailored messages based on number of attempts that can be more legally oriented in the event of multiple attempts on the same voice mail box.

### > Integrated to your CRM

The primary feature of the Hermes.Net solution is the ability to seamlessly integrate to your proprietary or third party business applications. The information data is therefore stored and update in real time. This guarantees an integrated enterprise wide solution for all your back office specific requirements. You can initialize automatic recall actions for your accounts receivables in order to maximize your collection success rate. The

payment terms and updated banking information are automatically routed to the proper service departments. By reducing the intervals of which you process your overdue accounts and the actual real collection, you can bring down your delinquent accounts drastically. This will allow you to maintain a stronger relationship with your clients on a very persistent approach.



# > 4 Appointment Management

Hermes Organize allows you to effectively manage your appointments, sales force and dispatch technical teams efficiently. This module seamlessly aligns your call automation with a unified calendar.

## > Qualified appointments

Regardless of the type of appointments you wish to plan or manage, the telephone service representatives will gather information during the call. The scripting tool will integrate with your data bases providing proper information handling on the same platform, this precious qualified information received by the clients or prospects will be redirected to your sales force for their appointment. Follow up callbacks can be used to confirm appointments, these can be performed automatically by integrating and outbound campaign and attaching an interactive voice response (IVR) scenario: option 1 to confirm your appointment or option 2 to re schedule your appointment for another time. The option 2 from the IVR can redirected the caller to a live agents were option 1 can automatically update your database in real time.

Text to speech and speech recognition software can be implemented to your Interactive voice response scenario, providing a personalized prompt for each one of your callers. You can prompt them with their name and the data of their appoint-

ment using a text to speech engine or guide them through the IVR by speech recognition having them say the new date and time they wish to re schedule the appointment for.

## > Real time appointment management

For every Human resource you can assign a personalized profile to their calendar, with individual or group availabilities and filters for meetings or holidays. When the telephone service representative selects the appointment button, the system will then display in real time a graphical calendar and the available resources. The TSR can then use the graphical interface to select the data and time for the appointment for a specific representative. Furthermore you can configure these appointments for multiple representatives, companies and campaigns within or on separate agendas.



## > Enterprise wide communication

The Hermes Organize can integrate with Microsoft Outlook, your companies email client. All appointments taken by the telephone service representatives will automatically populate and synchronize with the Outlook calendar providing the representatives with a real time access to their schedules. Your teams can therefore have access to their calendar remotely from a simple internet access over a secure login access point. The representatives can then modify their calendars and appointments from their integrated Microsoft Outlook calendar.

All changes made on either end will update the other in real time in order for both to have the proper data. They can also consult and modify their calendars using an interactive voice response system (IVR).

### > Respecting appointments

In order to respect the **quality of the assigned appointments**, the TSR has the ability to confirm the appointment and send it to the client in real time by means



of their preferred media: Email, Fax, SMS or Courier. Simultaneously, the sales representative or technical resource will receive it as well. This **interaction with your external teams** allows you to set appointment for the same day. Furthermore, with a built in re-inject feature you have the ability to follow-up with your prospects in order to confirm

their appointment. This will automatically import the records to an outbound confirmation campaign that the system will dial and interact automatically with an IVR or by a live TSR. By using this tool you will avoid having your representatives attend an appointment that was canceled or re scheduled.

### > Quota management

Hermes Organize allows you to manage quotas on appointments for your various sales and technical teams. Bundled with Hermes Quota™, the system will manage the dialing and **distribution of appointments** by geographical territory respecting their profiles, calendars on a weekly or monthly basis.

### > Geolocalization

By integrating a standard geolocalization application, you can benefit from the advantages of maps and tracking in order to maximize your sales force or technical resources time on the road by **reducing their travel time**.

> Will distribute the appointment to the resources that is in the shortest proximity based on the previous appointment.

> Distributes first and last appointment based on resources home address.

> Sends travel itinerary and planning to resources.



# >5 Web Customer Management

The Internet occupies a more and more strategic place in the communication towards the customers and the prospects. The way we communicate has evolved: **new medias have emerged** in the way we interact with our customers.

Vocalcom has integrated with these medias in order to provide innovative contact center solutions to your clients in order to offer them new services, satisfaction, reliability, and develop their loyalty.

## > Web Call Through & Web Call Back

Nevertheless, your clients can call you directly from your website without using a telephone. By using the voice over IP protocol, Hermes.Net will commute the call to an available agent, with the IP address of the correspondent and the URL address of the page on which he surfs. The client and the TSR will therefore establish their communication **directly on VOIP**. Web Call Through adds interaction and the human touch to your website, enhancing your sales and optimizing your help desk.



During off hours, or for people who visit your website and are not equipped with speakers and a microphone, the **Web Call Back** function allows clients to be automatically called back by an agent at a specific date and time.

By selecting the "Call me" button on your website, the client

may enter a telephone number that will automatically interact with the Hermes Eagle outbound engine and call them back immediately, or at the specified date and time. The web call back will be distributed to the first skilled available agent.

## > Chat, online discussion

Chat applications have evolved and play a key role in today's workplace. Primarily used for help desk, chat has certain interactive advantages compared to email. Your clients or prospects can start a chat session with your agents directly from their internet browser from a link on your website.

Interaction can be done using a **chat dialogue or by a co browsing feature** that allows the two parties to share browser information. This chat session is used without the use of a telephone. The key advantage of this feature is that you can manage multiple conversations simultaneously.

**By integrating Natural Language**, Hermes.Net gives you the ability **to service your**

**clients 24/7, automatically** and with a real time chat dialogue session. You therefore have an integrated communication system directly on your website.

You so have, linked to your website, a **multitude of virtual agents**, capable of answering all the questions of your customers, and it, in several languages.

### > Co-Browsing, applications sharing

Visual Sharing is a Co-browsing application that provides **interaction, guidance and assistance** directly from **your website**. In fact, 60% of web surfers claim that they cannot find what they are looking for during their navigation. This applies to online purchases and support inquiries. Visual Sharing gives your agents tools to interact and **share their screen with the web surfers**.

This allows the TSR's to provide navigation guidance to your clients. This feature can be used to assist your customers in completing online forms. Furthermore, it provides application sharing, providing an effective way to troubleshoot in support environments giving them access to the remote computer terminals or applications. The **Co-browsing** feature has an integrated **chat module** allowing your clients and agents to communicate via a chat session. These tools optimize your client's interaction with your customer service providing them with superior service.

### > VoiceVision, video call center

Technologies offer the opportunity to integrate video to your contact center. **The 3G development** allows you to com-

municate with your clients with voice and video simultaneously.

Hermes.Net integrates this media to your contact center. **Visio-Conferencing offers multiple advantages** regardless if you are using it to demonstrate a new product or for technical support.

You now have the means to showcase your **interactive videos in real time** using mobile technology.



You now have the ability of expanding your sales force by implementing video on mobile phones. Your **sales teams can now interact with your prospects** and clients via mobile phone with integrated video. The video enhancement is especially effective in support and tele-marketing environments. By providing a **personalized one to one interaction**, you will indeed increase your

contacts comfort level, providing your company added value for support and sales related inquiries.

The integration of the video in call centers is **a real potential of sales and support** the generalization of which answers a bodily need in the human relation.



Call Center Technology



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## Hermes.Net

IP Web-based & Multi-Channel Call Center Software

## Hermes Eagle

Predictive Dialer Solution

## Hermes Fox

Predictive Dialer, Interface Designer on Native AVAYA Link

## VoiceVision

Video Call Solution for Contact Centers

## Natural Language & X'Voice

IVR & Artificial Intelligence Dialogue Engine  
for Voice Recognition and Text to Speech

## Hermes Pro

Integrated Windows Call Center Software Application

## Centriphone Millennium

Open CTI Solution, OS2, Linux, Solaris,  
on ASTERISK & Standard Pabx



# >6

# Hermes.Net

IP Web-based & Multi-Channel Call Center Software



## OnXMedia ACD, CTI, Full Media Blending

In order to be successful in today's competitive customer care industry, you need to have the ability to provide your contacts with multimedia solutions. Vocalcom was one of the first to provide an integrated all in one turnkey multi channel PBX software solution: OnXMedia.

The intelligence and functionality behind OnXMedia provides unified management for multimedia applications: **inbound** and **outbound** calls, emails, chat, **co-browsing**, fax, **SMS** and **video**.

### > Automatic Call Distribution (ACD)

Customer service, publicity campaigns, helpdesk, regardless of the industry you are in OnXMedia allows you to treat your calls by optimizing your response time.

The ability to answer calls immediately by playing a personalized greeting and bypassing ring tones allows you to take control of the call as soon as it comes in. Queue management provides features to enhance the call experience; prompt your callers with an estimated queue time, personalized campaign messages while they wait that considerably reduce abandon rates.

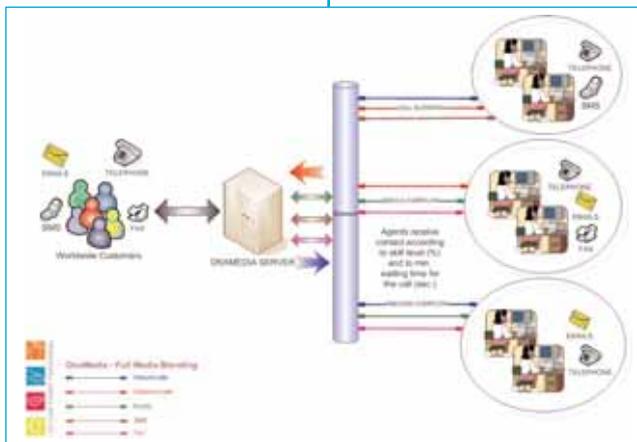
Five inbound abandon solutions are available to enhance

your inbound call management: automatic call back, voice mail, rerouting, Interactive voice response (IVR) or play a specific message. These overflow/abandon solutions provide an intelligent way to manage and control your high volume peaks allowing you to handle your calls more efficiently.

Calls are efficiently distributed to agents, in accordance with their skill sets. For each of your queues you can attribute specific skill levels. OnXMedia will search for the **best available skill set** prior to commencing the call.

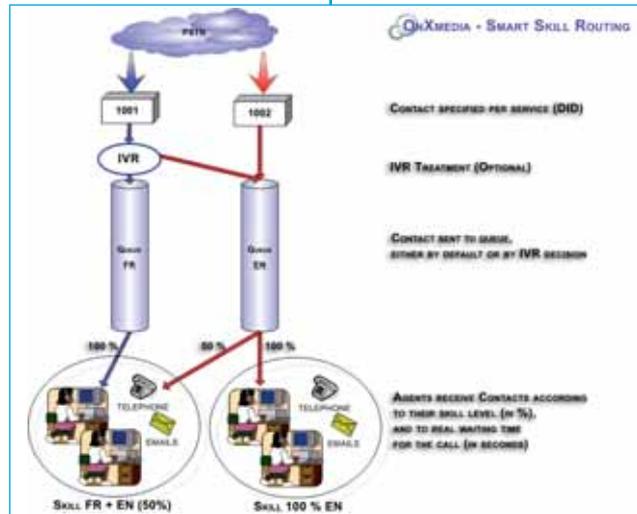
With an integrated native CTI link, the script will pop up on the agents screen as soon as the call is received. The CTI link and the scripting tools will provide the

proper information related to the clients record based on the contacts telephone number.



### > Intelligent skill based routing

Call centers handle a wide variety of calls. It's nearly impossible to provide the TSR's training for every scenario, primarily if the calls are related to technical skills requiring specialized training. Human resource management tools allow you to assign a skill profile for each of their campaigns. An intelligent IVR can also be used to redirect calls to specific skill sets. The skill level defines the call priority and the queue time. The ACD will then distribute each call to the **agent with the highest skill set**. A delay between skill sets can be defined in order for the call to be handled by a secondary skill level, in the event that the primary skill set profile is not available.



### > Auto & Predictive Dialer

Within minutes, you can create your scripts, import your call files and activate your outbound campaigns. The Hermes Eagle engine integrates with OnXMedia and automatically manages your calls. The predictive dialing engine is based on an extensive algorithm that guarantees a greater average talk time. The native call blending function allows your agent to treat outbound calls simultaneously. Hermes Eagle's **predictive dialing algorithm** is based on over 10 years of experience. This intelligent dynamic engine uses precise mathe-

matical calculations in order to provide a superior contact ratio and **maximum talk time** better than any other industry dialing system. The native call blending can easily be activated to maximize your agents performance and productivity giving them the ability to handle and treat inbound

overflow calls or have them treat outbound calls when inbound call volumes are low. Hermes Eagle automatically manages the dialing patterns of the call lists that you load in each of your campaigns using the user friendly graphical interface import tool. The call list is verified and scrubbed for un-useful and duplicated numbers. Your Telephone service representatives (TSR's) will no longer require to dial the numbers manually, the system will execute the dialing

leaving your TSR's to focus on their productivity. For each campaign you have the choice to set one of the **5 dialing modes** that are at your disposal: Preview, progressive, predictive, broadcast and search.

### > Email management

Email is becoming the principal choice of communication. Offering enhanced email management is a primary goal for many companies. The OnXMedia server manages and queues emails as if they were telephone calls.



Real time management, skill based email routing, prioritized queues these features are at your disposal and integrated with your CTI infrastructure in order to provide advanced customer service. Over the years, email has become a key tool in the way we communicate with our clients and until recently these emails have been treated manually. Clients today expect the same treatment from emails that they would receive by making a telephone call, therefore treating emails manual will not be enough to satisfy your clients. With Hermes.Net, emails can be received and treated as if they were a telephone call. **By analyzing pertinent key words** in the email they can be distributed to proper departments. If an agent is available he will receive the email directly in his application, the TSR's have the proper tools to treat email: Q & A library in order to optimize his response time and eliminate spelling errors. Emails are handled in a queue and managed by priorities in regards to the urgency of the email or specific key words. The **email queues** can be monitored by the agents and the supervisors as they do for inbound calls. All the production statistics are also available for them to track their email campaign performance as they do on the other campaigns. Hermes.Net drastically reduces the time it takes to treat emails in order to guarantee a superior service.

#### > Full Media Blending

With this all in one solution, OnXMedia allow you to treat your contact on regardless of the media they choose to use. The administrator can configure, inbound and outbound

campaigns, emails and chat, this bridges the CTI link with telephony, data management and human resources all **under one unique solution**. The TSR's have on their screen and ergonomic interface to treat different contact topologies integrated with an application guided scripting tool for each and every campaign. The OnXMedia server automatically distributes each and every contact based on a specific skill set optimizing their productivity.

#### > Video Call & Web Management

Video call, Chat, Co-browsing, Web call back, Web call through, offer you next generation methods to communicate with your clients. With live Video feeds you can be a step ahead of the competition, this media give you a personalized one to one, face to face ability to communicate with your clients. Video communication can be used as a sales tool to potentially increase your revenues. Internet is an essential way to communicate. OnXMedia can now provide a **communication portal directly on your website**.

#### Key Features

- > Full Media Blending
- > VoIP
- > ACD
- > Email handling
- > Send SMS
- > 5 overflow solutions
- > Predictive dialer and broadcast mode
- > 3G Vidéo
- > Integrated IVR
- > Skill based routing
- > Talk time Acceptance
- > Native CTI link
- > Multi site architecture

## Hermès.Net *Web-based Call Center Software*

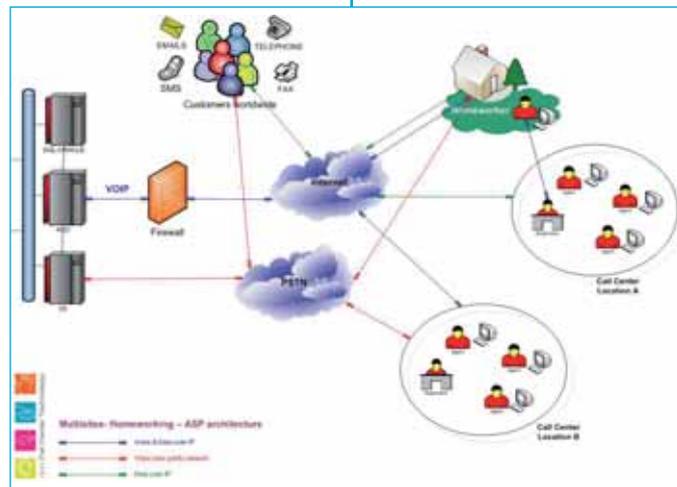
Hermes.Net is a web based application, providing all contact center functions from within a standard web browser. These thin client type of applications are essential to companies allowing them to minimize implementation time and diminish the necessary resources needed to develop their applications. The **infrastructure needs to be simple and profitable**. The Hermes.Net solution is installed on a server and hosted at any location of your choice. With access from a standard internet browser, there is no requirement to install a local application on each of the workstations. There is no software installation on individual workstations. If you are looking for a thin client call center solution for your remote or home agents or to replace complex legacy third party applications, Hermes.Net will be perfectly suited to answer all your contact center needs.

### > The Thin client for multi site and home agents

The user can access the application from anywhere in the world, on any computer connected to the internet, with all the necessary security. This functionality is very useful to companies who wish to decentralize their operation employing resources

from their homes or at remote contact centers. Hermes.Net allows you to deploy a single unique solution for all your locations, orienting your calls to particular skill sets to the proper locations in order to provide a superior service.

**Centralized administration**, accessible over the web as well, offers the ability to manage your campaigns and human resources remotely giving you the flexibility to successfully manage you operations.



### > Administration

The administrator interface is designed to simplify and centralize your administration needs therefore regardless of your location you can securely administer your contact center and

perform all necessary changes in real time: modify your overflow solutions, make changes to an IVR, adjust your predictive campaign settings, manage your human resources or change your files. This feature rich functionality allows you to create and manage all your multi media campaigns and resources in minutes.

You have the ability to create **multiple distinctive platforms** and each with their own sites. Each user has assigned access rights with permission levels to specific modules. These security settings allow you to control your operations in order to avoid unnecessary errors.



## > Scripter

This is an actual application generator, allowing you to develop your scripts in a **thin client environment** that you may use in your internet browser.

From the simplest to the most complex, the available tools allow you to create your front end application with ease that you can test prior to putting them live. A wide range of objects are at your disposal: data entry fields, objections, drop down menu, calendar, selection button, and more. These objects can be connected to your company's database.

The agent interface can be defined and adjusted based on your particular needs, these include: script, toolbar, status of the queues, personalized statistics, each agent has his own personal environment.



## > Supervision and reporting

Real time supervision, listening and reporting, you can use all the supervisor tools remotely, they are accessible via a secure web connection. Each supervisor can define their own interface with graphs, and alerts. They hold real time reporting and statistical tool, they can listen to the TSR's, view the agents screens directly from their workstation, this feature

allows them to control the quality of the call, the information and maximize the agents talk time.

Hermes.Net provides a unified supervisor interface that's operated in a web browser. This application can be broadcast directly to your monitors. The interface can be customized to display any pertinent information you wish to display: Number of calls treated, calls in queue, max queue times, total sales, agent performance, etc...

**The web reporting module** offers all the required reports and statistics to review and benchmark your operations. These reports include: ability to generate reports based on time period, traffic, production results, agent statistics, call handling reports, agent distribution reports. These full featured reports can be generated and save under the following formats: Excel, PDF, Word and more...

## > Measuring contact quality and recordings

This revolutionary exclusive functionality allows you to statistically follow and view the **quality of your contacts**, your sales and your appointments based on talk time. Onxmedia provides a real time calculation based on the history of every campaign, average talk time in disposition with the status of the call.

In the event where your contact rate doesn't match your criteria's you will be alerted by the system. You can then listen to your calls and make the appropriate changes for an optimal talk time. You can also record your calls based on your specific needs: by campaign, by final disposition or record part of the call, the agent, the client or both. These can easily be accessed and reviewed using a built in listening tool.

### > Integrated Microsoft Dynamics CRM

Microsoft Dynamics CRM gives you the ability to **manage your customer interactions**, from the start of your contact interaction to after sales service.

The seamless integration of Microsoft Dynamics CRM modules provides a superior way to manage your data, avoid double entries and misjudgment errors. When the customer data is entered the system will immediately update the CRM application that are aligned and integrated with your telephony solution local or remotely.

The **user friendly interface** of Microsoft Dynamics CRM provides an intuitive interface to work with. Microsoft Dynamics CRM is a 100% .NET application, developed for specific SME. Microsoft Dynamics CRM offers a simplified integrated solution to your existing information systems: messaging, back office tools and communication solutions in order to guarantee accurate and proper data management. The Hermes.Net and Microsoft Dynamics CRM integration provides a unified management solution for all your contacts.

The CRM's key advantage is to centralize and streamline all your departments under one specific application. These benefits are what makes your CRM project successful.



### Key Features

- > Full Media Blending
- > Emails Management
- > Send SMS
- > Talk time Acceptance
- > Remote supervisor and listening
- > Automatic call recording
- > User controlled access rights
- > Thin Client and home agent architecture
- > Predictive and auto dialer
- > SGBD SQL and Oracle server DBMS
- > Windows and Linux compatible interface
- > VoIP
- > Skill based routing
- > Native CTI Link



# >7 Hermes Eagle

Predictive Dialer Software

The powerful Vocalcom predictive dialing algorithm offers a wide array of **innovative functionalities** in order to optimize your outbound campaigns: Telemarketing, telesales, collections and client retention programs. It can be implemented on **VoIP** or traditional plain old telephone lines, single location or multi site environments. This solution provides a quick and effective way to connect all your agents. Call management tools include: time zone management, answering machine and **mobile voice mail detection**, do not call (DNC) list management tool, ability to leave a predefined message on answering machines, call recording based on campaign or outcome of the

call, real time call list recycling, send **emails, SMS** and faxes in real time. The system has the ability to supervise your agents by using an interactive supervisor interface, monitor your call list and productivity, listen from a traditional phone or a mobile phone, whisper, conference and view the agents desktop. The Hermes Eagle predictive dialing engine provides seamless integration to proprietary and third party CRM applications, this open architecture has embedded tools to give you the flexibility you need for all your back office applications. Furthermore, this solution provides **full media blending** in parallel to the Hermes Eagle predictive dialer giving you added flexibility and superior productivity results.

For each campaign you have the choice to set one the 5 dialing modes that are at your disposal.

## > Preview mode

The clients information is presented to the TSR and he can then decide when to process the call. This mode allows the TSR to prepare himself prior to the call.

## > Search mode

Primarily used to manage clients portfolios, this mode lets you use specific search criteria's to find applicable information prior to placing the call.

## > Progressive mode

Used for business to business campaigns, the Hermes Eagle engine automatically dials the calls one at a time and sends them

to the TSR's as soon as the call is connected. The engine sends productive calls to the TSR's and filters absent, busy and wrong numbers.

## > Predictive mode

The Hermes Eagle engine will control the dialing using a calculated algorithm taking into consideration: response time, average communication time and the state of the TSR's. The predictive dialing engine will only send productive calls to the TSR's drastically increasing their hourly talk time. Contrary to other industry predictive dialers there is no minimum number of TSR's or minimum number of leads that are required in your call list for this dialing mode to operate efficiently and produce results.

General	Dialing	Opening	Callback rules *
<b>Callback rules</b>			
No answer	Not before ... Standard	00 00 minutes	
Busy	Not before ... In ... No callback	00 10 minutes	
Disturbed	No callback		
Answering machine	Not before ...	04 00 minutes	
Abandon	Not before ...	00 20 minutes	
Missed recalls	In ...	23 00 minutes	

\* All system recalls "In..." missed for more than one hour

### > Broadcast mode

This mode allows you to automatically contact your clients or prospects by **broadcasting a pre recorded** message or an SMS, can be used for promotional offers, invitations or important information alerts. An interactive voice response (IVR) can be linked to this mode enabling you to pre qualify your contact prior to sending the call to the TSR's. The use of an IVR in parallel with the broadcast mode gives you the opportunity to qualify, inform and prospect at the cost of simple telephone call.

### > Return on investment

Dialing calls manually will give you between 15 to 20 minutes of talk time per hour, compared to predictive mode where you can seamlessly achieve between 45 to 50 minutes of talk time per hour. Hermes Eagle gives you the opportunity to **double your productivity**.

### > Campaign parameters

Each campaign is independent to the other, you can therefore define individual criteria's to be applied to your call lists. Number of rings, number of call attempts, service hours, call scheduling, time zone management and more. All criteria's are customizable and changes can be made in real time.

### > Call back rules managements

By contact type, call back rules can be set to absent, busy, answering machines and abandon calls. Hermes Eagle will dial the numbers in your call list based on criteria's that can be set on a per individual campaign basis.

### > Call back and personal call backs

The TSR's can set a date and time for a call back, for themselves or for a group call back (Personal call back is assigned

to an individual agents or a call back that is assigned to an entire group of TSR's).

### > Answering machine detection

Hermes Eagle can detect answering machines, the engine detects **100% of mobile voice messaging** systems. Hermes Eagle allows you to automatically leave messages when an answering machine is detected.

### > Call scheduling

For each campaign you have the ability to define criteria's to your call list in order to manage and control your call scheduling: time zones, predefined filters, client types,...

These call scheduling features allow you to drastically **increase your contact rate**.

### > Defining a «black list»

In order to respect government Do Not Call list legislations or simply respect your prospects requests a data base can be defined and managed.

#### Key Features

- > Call back rules
- > Call recording
- > 5 Dialing modes
- > Automated Dialer
- > Time zone management
- > Call back management
- > Manage duplicate records
- > Answering machine detection
- > Real time telephone number verification
- > Data base access (Ado, ODBC, native access)
- > Screen pop up
- > Send SMS
- > Automated Dialer
- > Full Media blending





# Hermes Fox

Predictive Dialer, Interface Designer, on Native AVAYA Link

Vocalcom has developed a unique solution based on Hermes.Net integrated with Avaya ToIP infrastructure. This integrated solution was engineered to exploit the benefits of these two solutions: **lower management cost**, increase productivity and improve customer service.

Vocalcom's Hermes Fox solution has been **tested and approved** by Avaya's Developer Connection program.

## > The Virtual Call Center

Vocalcom's Hermes.Net integrated with your Avaya gives you the opportunity to organize and manage your multiple call centers under one virtual site, therefore, reducing the overall solution cost for your multiple locations. This model allows you to optimize your calls and your resources giving you overflow solutions from one site to the other. Calls will be efficiently distributed to proper skilled agents, regardless of their location without increasing your telecom cost.

**All next generation call center functionalities** are available in order to optimize each one of your contact communications: CTI, **predictive dialing**, IVR, scripting, real time supervision, reporting and more.

## > Integrated CTI and Dialer using the ASAI link

The Hermes Fox solution has been developed to work together in an outbound call environment with incomparable produc-

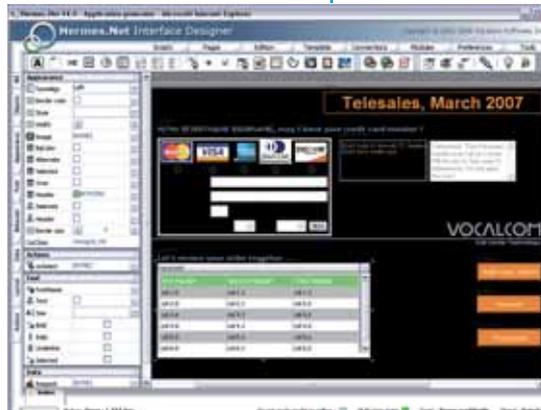
tivity and efficiency. Based on 10 years of industry experience Vocalcom has integrated with the Avaya ASAI link, this integration allows you to conserve your current telephony infrastructure and provides add on tools for **superior functionalities** in order to generate additional revenues and reduce implementation cost. The Avaya Callvisor is a CTI link based on ISDN protocols. It's used to certify a seamless integration for API CVLAN, TSAPI and JTAPI. The CTI interface allows Vocalcom and Avaya to interact and profit for each others features and advanced functionalities.

The contact center agents use the **Hermes.Net toolbar and scripter** for outbound and inbound calls, The inbound traffic is managed and distributed by Avaya's ACD. All call center functionalities provide you with the ability to enhance and optimize your contacts: CTI, predictive

dialer, IVR, scripting, reporting and real time supervision. The integration of the **Hermes Eagle predictive dialer** allows you to optimize your outbound campaigns, by providing automatic dialing in 4 different dialing modes. The Hermes Eagle engine will filter out non productive calls **simply doubling your productivity**.

## > Scripting & CRM

Hermes Fox provides CTI features that allow you to create scripts, pop ups and CRM applications in order to manage all historical contact information. The Web Scripter allows you



to develop your front end scripting on a thin client environment that can be used in a traditional internet browser. A simple to use graphical user interface is used to create your different sales, customer service or collections environments. This tool enhances your agents ability to proactively guide through the communication with your contacts. A testing environment mode provides your developers to test the application prior to applying them to a live campaign. The scripting tool/application generator can easily integrate to existing or new databases. The information is immediately displayed to your agents as soon as the system has detected an interaction. The system can also interface with proprietary or third party Customer relationship management (CRM) industry standard applications. Hermes.Net provides **seamlessly integration to your CRM applications**, when your agents interact with your contacts, the information will be automatically stored to your CRM's database systems. This provides you with full enterprise wide system integration, connecting all your departments.

### > Supervision and Reporting

The ability to track results and **manage your TSR's in real time** is the most important element to a successful tele-marketing campaign. The supervisor interface offers key features and functionality in order for the managers to track their teams efficiently. Each supervisor can customize their interfaces and display their desired screens and results related to their campaigns: number of calls, qualified contacts, number of sales per hour, penetration rate, etc...

The supervisor has access to an interactive toolbar where he

can manage his teams using the following media: listen, whisper, record and chat. The reporting module offers a wide array of reports based on key production elements: campaign call qualification details, agent reports, agent ratios, agents work time, agents break time. The statistics and reporting databases are available to you in the event that you need to compile personalized custom reports. Reports can be generated in Word, Excel, Acrobat PDF.

## NICE > Call Recording

In response to specific contact center requirements, Vocalcom has developed **Ganeto**, an **economical and efficient way** to manage your call recordings. By means of an intrusion (conference) functions you can now record all the calls that come in and out of your call center. The recordings are activated with great secrecy for an agent and or a VDN, furthermore Vocalcom has integrated the **Nice recording solution**, this provides added evaluation and scoring functionality for your supervisors and agents. Monitoring and coaching their performance across the entire contact center.

### Key Features

- > VoIP-ToIP
- > Predictive Dialer
- > Screen pop up
- > Powerful scripting tool
- > Call Recording
- > ACD (Automatic Call Distribution)
- > Advanced CMS Statistics
- > Multi site architectures
- > ASAI CTI link
- > Reporting
- > Real time supervision



# > 9

## VoiceVision Video Call Solution for Contacts Centers



VoiceVision provides the ability to enhance your contact center with **personalized visual communications** for new revenue-generating services and a superior customer experience. Considering that Internet and 3G technology is highly used for every day to day communications,

more and more people have access to real-time video communications through video-enabled handsets, web cameras and videophones in the office, at home and on the road.

**Imagine** if your TSR's had the ability to talk to your clients face to face while they are sitting in the contact center. Imagine the efficiency and accurately your support teams can provide technical support for your products. Imagine the added value that you can provide to your online banking customer service needs. This application module can be tailored and customized to meet any industry requirement.

Nevertheless, technologies offer the opportunity **to integrate video to your contact center**. The 3G development allows you to communicate with your clients with voice and video simultaneously. Visio-Conferencing offers multiple advantages regardless if you are using it to demonstrate a new product or for technical support. You now have the means to showcase your interactive videos in real time using mobile technology.

### > The Benefits of Video

VoiceVision offers a personalized contact experience to your clients and prospects, allowing you **to provide a personalized and superior service**. This personalized touch will give your clients the reassurance they need when dealing with a web based communication media. You can provide revenue-generating point to point and multipoint rich media services to mobile subscribers that match the ease-of-use, reliability and cost of traditional mobile telephony and data services. Live, video-based services offer real added value, and are a high margin complement to traditional voice and data services. This technology can complete calls from 3G videophones to IP-based video answering/mail machines, a necessary component of 3G video telephony architecture. These can be applicable to online banking, sales and technical support environments.

Video can be used to demonstrate your product in order to accelerate the sales cycle. This **innovative product** can put you **ahead of your competition**.

> **Convince your prospects:** video can provide you with the ability to showcase your product in a live environment. Broadcast video clips and show your true strengths in real time.

> **Keep your clients loyal**, by providing a reassuring and personalized contact you can strengthen you relationship with your customers. You can enhance your technical support for your clients by providing them a visual description, saving you time on each one of your support calls.

> **Filter your calls** by integrating video to your IVR, your voice response can establish a video communication with your callers in order to guide them to the proper department or resource. You can therefore provide a total interactive solution for your client's around the clock 24/7.

> **Optimize** your queue messages, use video clips instead of simple voice messages in your queues and on hold messages.

> **Provide an individual one to one serviced**, by dedicating a personalized resource to your clients you can therefore give them the confidence they need to provide an ongoing relationship with a VIP service.

> **Reliable and accessible technology**

VoiceVision allows you to treat your voice-video calls regardless of the callers preferred media: land line, mobile, 3G, SIP or H.323 protocols. Another possibility is to treat traditional PSTN calls and integrating Video, this can be used for clients who do not have a VOIP solution. The client will therefore click on a web link and the system will seamlessly connect the call and the video.

> **Secure and high quality architecture**

> **Quality of Service (QoS)**

- Configurable IP TOS bits for setting IP class of service
- DiffServ Code Point (DSCP)
- Offers a configurable IP code that can give precedence to

coded media packets facilitating routing priority on the IP network.

> **Load Balancing & Redundancy**

> **Supported Protocols**

SIP - H.323 – RTSP - 3G-324M  
mobile - ISDN ITU-T H.320

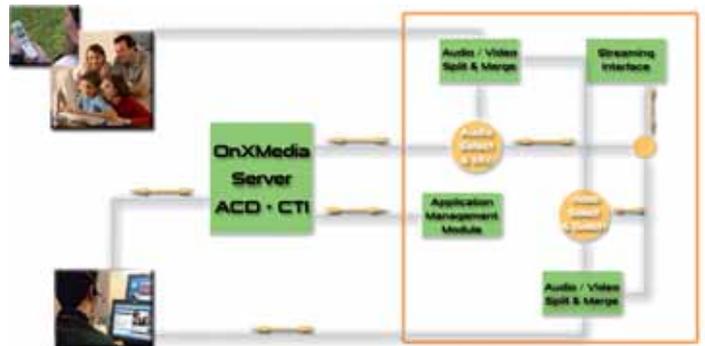
> **Video Codec's**

H.263 - H.264 - MPEG4

> **Audio Codec's**

AMR - G.711 - G.723.1 - G.729 - AAC-LC

Integrating Video to contact centers is an **innovative solution** to enhance sales and **provide a superior service** for technical support environments.



# >10 Natural Language & X'Voice IVR & Artificial Intelligence Dialogue Engine for Voice Recognition and Text to Speech

**X'Voice** is the 4th generation voice engine that includes all of the latest multimedia technologies, allowing you to offer enhanced interaction between you and your clients.

X'Voice is a true virtual company assistant offering a low cost solution for all your call handling needs.

## > Conceptual simplicity

The intuitive graphical user interface allows you to create your IVR scenarios. Equipped with a toolbox you can define your structure, messages, connections to databases and the speech engine application. The test mode lets you simulate calls in order to test your IVR before putting it live. All the changes that are made in the IVR editor are taken into consideration in real time.

From start to finish you hold **the necessary tools to properly create and manage** your interactive voice scenarios.

## > Efficiently send calls

to TSR's with the appropriate skill sets. Using DTMF inputs or **speech recognition**, X'Voice allows you to avoid multiples transfers between agents, and properly route calls directly to the client's request department. IVR function also let you **prioritize VIP calls**, or filter nuisance calls.

## > Control high call volumes

By anticipating the nature of the calls from your clients. During high volume peak time, as emergencies, delivery delays or technical disasters can be very difficult to manage and handle. You can therefore enable an automatic IVR that will play a message as soon as the call will be answered, reassuring your customers that you are experiencing a high

volume of calls and even provide the reason for it. IVR can also be useful for your overflow solutions, to handle all or part of your calls, by providing information to customers, taking orders.

## > Reduce your communication time

by pre-qualifying your calls while they wait in the queue you can have them interact using their

telephone key pad like an order or account number. When the agent will receive the call he will have on his screen all the information that the client selected while he was waiting, allowing the agent **to process the call in a timely manner**.

X'Voice can also be used to recap and confirm information at the end of the call: confirm the terms of an agreement, provide additional account information or advise on payment terms. Using this tool the TSR's will **process calls faster** therefore allowing them to answer more calls.



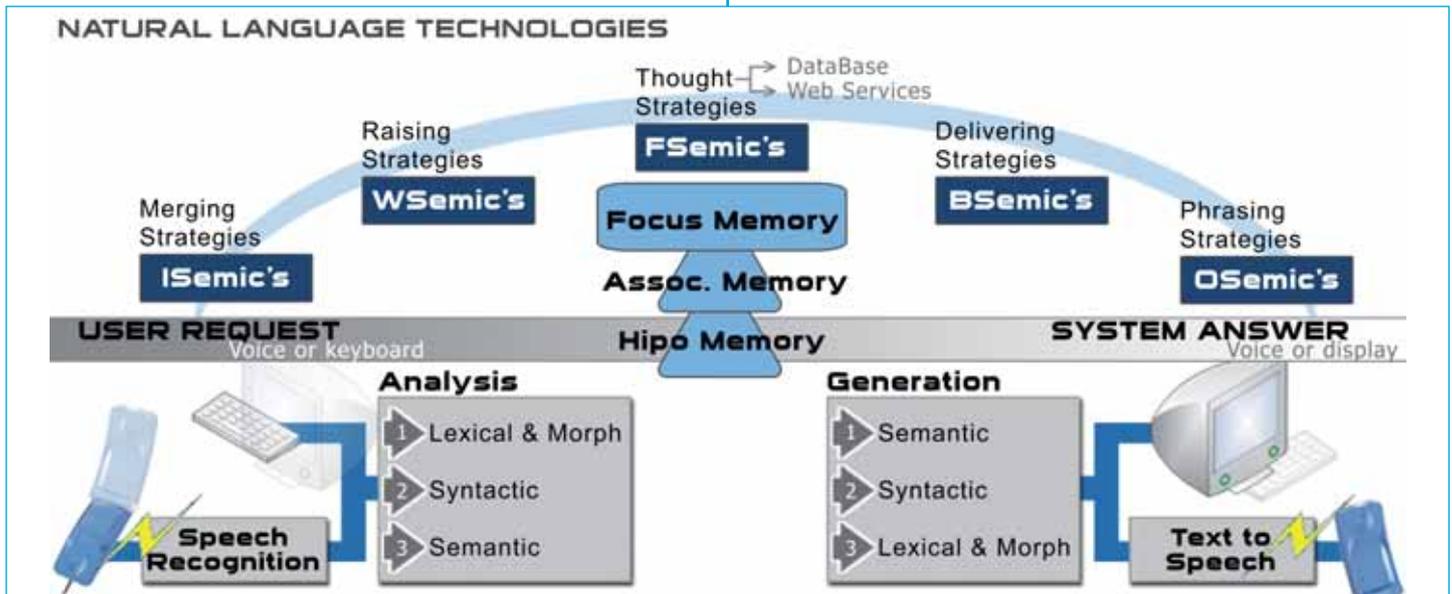
## > X'Voice is your virtual assistant

Answer your clients calls 24/7 using speech recognition. Today's speech enabled products are sophisticated and very powerful allowing you to personalize and transmit the information in your databases to your callers in real time. **Speech recognition** is a key tool in interacting with your customers. This application understands, analyzes, interacts and responds to the caller's requests even if the callers decides to change his objective the system will adapt to the callers voice pattern. Over and above a speech recognition application, Natural voice is a true grammatical and analysis software application regardless of the context or vocabulary that is used. This engine doesn't only understand language but analyzes the actual phrase and anticipates requests in order to be proactive during the conver-

sation. Today Natural language is widely used in the financial industry, stock market and in domestic household automation.

## > In Sync with your Enterprise

X'Voice can interact with all types of databases (SQL, Oracle, Informix, Sybase), giving you the ability to interact with your clients in real time as well as your teams working remotely this way they can be in sync with the rest of the company, these include: planning, inventory, activity reports and more. X'Voice can be **integrated to your proprietary or third party CRM applications** through web services. All the information collected in your IVR's may be **synchronized to your CRM** giving you a fully featured enterprise solution.



Products

# Natural Language Artificial Intelligence Dialogue Engine

Natural Language is an innovative technological platform for **natural language processing and intelligent dialogue management**. The Natural Language engine allows you to communicate with your clients virtually, in real time, by chat or by IVR. It has the ability to answer questions and effectively provide appropriate answers as if it was an actual live human. Other technologies use simple key word detection. Natural Language actually analyzes the entire phrase in order to promptly and effectively provides the appropriate outcome. Natural Language has the ability to adapt to the callers request and make real time adjustments by using built in logic. This technology allows you to treat your customer's requests 24\7.

> The user can **talk and write freely**. The system understands, analyzes and creates all the elements that are presented.

> **The user leads and controls the dialogue**. He or she can interact by canceling or substituting previous functions and sentences.

> **The technology understands**, analyzes and creates all the elements representation using a grammatical analysis strategy, assuring the right interpretation and management of all the semantic capacity of the natural language.

> The platform offers **real-time interaction** in massive environments using acute memory management strategies.

> The solution completely adapts to the user profile and previous history dialogues with the aim to customize all interactive processes.

Natural Language provides **the highest natural language and dialogue comprehension**, together with the quality of the interaction of Natural Language® can be used in text chat as well as in voice conversations, in three main activities:

> **E-commerce platforms**, as a virtual assistant, achieving a more natural and tailored level of customer attention.

> **Voice portals** and contact centers, replacing traditional IVR and achieving an immediate return on investment (ROI).

> Industry that will become one of the biggest technological revolution in the near future.



Natural Language is the industries **most innovative speech engine**. The solution surpasses all language comprehension limits providing a natural proactive language management application analyzing grammar and the structure of every sentence.

Furthermore, the engine includes an intelligent memory management algorithm that manipulates the structure of the sentences in a natural language environment. This function allows the system to generate coherent phrases during its reply to the client. Natural Language manages applications based on language that is spoken and written by using the combined resources, the technology allows the words to be analyzed in milliseconds in order to assure a proper and effective response. This process guarantees efficiency by manipulating the time it takes to execute the voice command.

Furthermore, the engine independently overviews the size of the sentence by compiling the language resources obtained from the conversation providing a superior execution time of over 50%.

This effective and robust solution can analyze the grammatical structure for all the major industry suppliers. Natural Language can process **15,000 simultaneous dialogues** on one unique server (benchmarked on a Intel Xeon 3.2 GHz - 4 Go RAM).

Natural Language has a modular design that eases to develop the required representation models and algorithms for each

particular project, with interfaces to allow connectivity with Data Base Management Systems and other components that are external to the system core.

Natural Language allows you to give your **IVR's a human touch** and optimize them in order to provide true communication with your clients.



This application is ideal for all your communications needs: orders, account information, request for information, ticket reservations.

Regardless of the industry you are in, Natural Language can provide you with **state of the art automated contact center** technology.

### Key Features

- > Send Emails
- > Send SMS
- > Test Mode
- > Speech recognition
- > Graphical user interface
- > Grammar and syntax analysis
- > Real time modifications
- > Connect to Standard databases
- > Ease of Integration
- > Artificial intelligence dialogue engine
- > Standard and personalized statistics
- > Available API
- > Native CTI Link
- > Ease of use
- > Text to Speech



# > 11

# Hermes Pro

Integrated Windows Call Center Software

Based on Intel's Dialogic platform, Hermes Pro is a **all in one turn key call center software** solutions leveraging all communication channels: outbound dialing engine, ACD, group based call distribution, Interactive voice response, inbound email and fax distribution, integrated scripting tool, web enabled navigation and ability to connect to legacy data base systems.

Over and above its rich functionality, Hermes Pro offers an extensive set of **ergonomic, intuitive and simple** to use tools.

## > The Agent

The agents are equipped with a **unified multimedia screen** giving them access to interact with ease. Based on the rights and attributes that are assigned to them, the agents have access to a number of functionalities in order for them to **process their calls efficiently**:

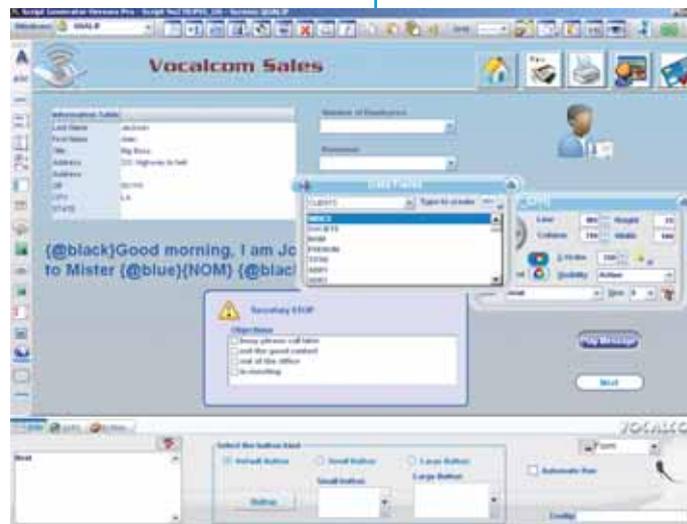
- On hold
- Transfer to another skill set (blind or confirm transfer)
- Help request to supervisor
- Queue status display
- Call recording
- Stopwatch
- Call backs and personal call management with calendar
- Principal and secondary Call qualifications

Hermes Pro includes a complete CRM interface providing historical details for your contact.

**The script** is used to guide the agent through the call and gives the agent the ability to input data and view information directly to the database. Furthermore, the screen script allows the TSR's to **launch actions during their calls**: send faxes and emails, SMS messages, re inject records to other databases and campaigns and print.

## > Supervision

Supervision is a key element to achieve objectives, the interface holds unique information and real time statistics related to your campaigns.



The supervisor can listen to his teams and follow dynamic individual agent statistics. They can manage the agents and campaigns with the following set of tools: **listen discreetly**, conference, **record conversations**, whisper mode and chat for communication or coaching purposes.

Statistics and reports are available: detailed per agent contacts, call

file status, production statistics, individual agent performance and production results. The supervisor can also monitor the wallboard in real time.

### > Administration

From a single application you can **simply manage your entire call center**.

The administrator interface allows you to:

- Manage inbound, outbound and inbound email campaigns.
- Create screen scripts connected to you databases.
- Automate database actions for your contact center.  
(Create call files, import lists and export contacts).
- Manage human resources, rights and their group skill sets.
- Create Interactive voice response (IVR) scenarios.
- Generate statistical reports with the ability to send them automatically.

All modification are taken into account immediately real time, allowing you to save time and maximize agent performance. Hermes Pro the complete solution includes other key modules giving you the flexibility to create campaigns based on specific industries.

### > Appointment module

Hermes Organize™ provides management for your teams schedules: multi agency, sales force, support teams. Your employees are notified by media of their preference: email, fax or SMS. This module is dynamic and can be adjusted in real time, changes can be made on the fly on the web or by IVR. Hermes Organize™ can interface and integrates with Microsoft Outlook.

### > Order taking

Hermes Order allows you to **treat your orders online** by visualizing the history of your clients purchases: preferred products, last orders,...

This solution natively integrates with your back office applications (billing, inventory, stock management and delivery) giving you a fully integrated solution.

### > Quota management

Smart quota is an extension to the powerful Hermes Eagle engine. Regardless if you are managing appointments for a sales team or a support team, Hermes Quota allows you to **efficiently populate appointment** calendars with built in intelligence to stop dialing if an employee has exceed his capacity.

#### Key Features

- > Solution «All in the Box»
- > ACD
- > Email management
- > Native CTI link
- > Talk time Acceptance
- > Automatic call recording
- > Predictive and auto dialer
- > Simple and intuitive interface
- > Recognized by the National Minister of Education in France
- > Full Media Blending
- > IVR
- > Quota management
- > Remote listening
- > Send SMS
- > Appointment module



# > 12 Centriphone Millennium

Open CTI Solution, OS2, Linux, Solaris,  
on ASTERISK & Standard Pabx

Centriphone Millennium® IP contact Center integrates multi-media message management; web call back, chat, voice, video, e-service and web collaboration in order to offer superior online customer service, gain customer satisfaction, increase revenues and the overall contact centers productivity.

## > Complete Multi-OS and DB Solution

Centriphone Core has been developed on a series of independent processes, functionality is executed in an asynchronous mode transferring all information between multiple threads to and from the operating system and archived data.

Its conceptual development provides a high degree of functionalities and facilitates support by effectively distributing the processes to multiple threads

Centriphone Core operates on **multiple Operating Systems**:

- Windows NT / 2000
- Solaris
- AIX
- OS2
- Linux

Centriphone Core can connect to all types of standards database systems: •SQL Server • Oracle • Sybase • DB2 • Informix. Centriphone Millennium is a **complete solution** providing **all contact center functionalities**.

From a single unique queue the agents can treat all contact medias: Inbound and outbound calls, chat, emails, fax, video, etc...

The administrator interface allows you to configure each and every one of your services by assigning necessary skill sets to your users. Your supervisors can visually monitor their team's results and traffic status in real time. Individual and campaign statistics providing an open CTI platform.

## > An Open CTI Platform

Centriphone Millennium has been engineered to seamlessly integrate with your proprietary or third party applications using different possible CTI interfaces: **CT-Connect, TSAPI or DVSAPI**. Centriphone Millennium can connect to all industry standard PABX systems: Alcatel, Avaya, Matra-Nortel, Siemens, etc... You can therefore leverage our existing telephony infrastructure and provide enhanced CTI capabilities like video or chat.



**From a single and unique interface**, your agents have all CTI functionalities on hand to provide all necessary interactions with your clients. **Multiple integration API's** provide the flexibility to integrate your applications or your CRM.

- dll
- XML
- Java Script
- Comosants Active X
- Applets / Servlets

Furthermore, all CTI functionalities are directly integrated to your specific applications, to facilitate and manage your existing contacts by means of all available multi media controls: telephone, email, fax or video.

Your agent can therefore treat each media from one single application interface, for each and every client regardless of the means of communication the agent will have on hand all relevant information historic information. This will enhance your customer support, service and productivity.

### > Handling your Emails

Over the years, email has become a key tool in the way we communicate with our clients and until recently these emails have been treated manually. Clients today expect the same treatment form emails that they would receive by making a telephone call, therefore treating emails manual will not be enough to satisfy your clients.

With Centriphone Millennium, emails can be received and treated in HTML format. **By analyzing pertinent key words** in the email they can be distributed to proper departments. If an agent is available he will receive the email directly in his application, the TSR's has the proper tools to treat email, **Q & A library** in order to optimize his response time and eliminate spelling errors.

Email are handled in a queue and managed by priorities in regards to the urgency of the email or specific key words.

### > Live Chat

Chat applications have evolved and play a key role in today's workplace. Primarily used for help desk, chat has certain interactive advantages compared to email. Your clients or prospects can start a chat session with your agents directly from their internet browser from a link on your website. Interaction can be done using a chat dialogue or by a co browsing feature that allows the two parties to share browser information. This chat session is used without the use of a telephone, the key advantage of this feature is that you can manage multiple conversations simultaneously. Centriphone Millennium chat is compatible with all industry type chat servers using the IRC protocol.

### > Web Collaboration

To optimize and VOIP enhance your website, Centriphone Millennium allows you to leverage new ways to communicate: **web call back, web call through, co-browsing, video call**, etc...

Your clients will have the option to leave their contact information in a XML form directly on your website, the information will then be sent to Centriphone Core which will initiate an automatic call back. For direct communication via your website, your clients can talk to your service representatives using a VoIP call through. Centriphone Millennium integrates H.323 protocol and G.711 and G.723 audio codec's. Over and above voice, **a Video visio-conference** live stream can be established and provide a proactive one to one session with your clients.





**Call Center Technology**



# Technology

Host Media Processing Intel

Avaya IP based platforms

Dialogic platforms

Asterisk platforms

Call Center Accessories



# > 13

## Host Media Processing Intel

**Voice over IP** is an advanced voice technology used by contact centers. By definition it has revolutionized the call center industry providing fundamental opportunities, functions and primarily major financial savings. Vocalcom has integrated with Intel latest VoIP offering, **Host Media Processing** (HMP, Version 3.0) truly an innovative revolution in **voice over IP** and multimedia applications. This is the first entirely software based platform. Vocalcom can therefore provide its client **with a modern up to date IP-PBX high capacity solution.**

### > VoIP and multimedia

HMP is a specific solution developed to optimize all media processes on a standard high capacity server (SHV) without any Digital Signal Processing (DSP). Integrating HMP to the Vocalcom servers gives you a full IP Multimedia platform, efficient, stable and robust.

HMP technology integrates with the OnXMedia server that manages all the communications channels: **voice, email, chat, co-browsing, fax, SMS and video.** Allowing you to seamlessly deploy new medias giving you the ability to communicate with your clients over multiple medias.

**Vocalcom integrates with SIP protocols**, H.323 and G.711, G.723 and G.729 Codec's. Furthermore, compatible with all VoIP standard gateways that are available in today's market. The agents can use a standard soft phone or the integrated soft phone provided by the Hermes.Net toolbar. Nevertheless, connections to the public switched telephone

network (PSTN) T1/E1 is still available by adding specific HMP telephony interface boards. There are two different types of available architectures: full VoIP (Internal and external Telecom) or voice over IP. Your personnel can remain connected to your network remotely, receive emails, calls and other unified messages.



### > Flexible and reliable

You have the ability to scale with the necessary software resources based on your needs and adapt to your growth to your current activities.

Today, HMP allows you to use 240 to 600 simultaneous resources on one server with consuming

65% of the CPU (tested on a Dual Intel Xeon 3.6 GHz server with 50% of the CPU available for other applications). In order to accommodate larger platforms, Vocalcom has developed a way to virtualize the applications by distributing the load on multiple servers allowing the servers to perform faster and provide added security.

By using a **load balancing architecture**, Vocalcom guarantees the necessary **stability** to attain center up to 20 000 agents.

Host Media performs as peripheral device in kernel mode, using real time priorities from the Windows operating system. When HMP initializes all the available resources are activated based on demand. The HMP service takes precedence over the CPU processes and is not impacted in the event of a 100% CPU peak even if other application are running on the same server. This is why the Vocalcom platforms have been developed with **fail over** and disaster

recovery capabilities. In the event were a component of the architecture is not available the system will automatically provide redundancy without interrupting service providing a **global annual service uptime of 98%**.

### > **Hosting and multisite**

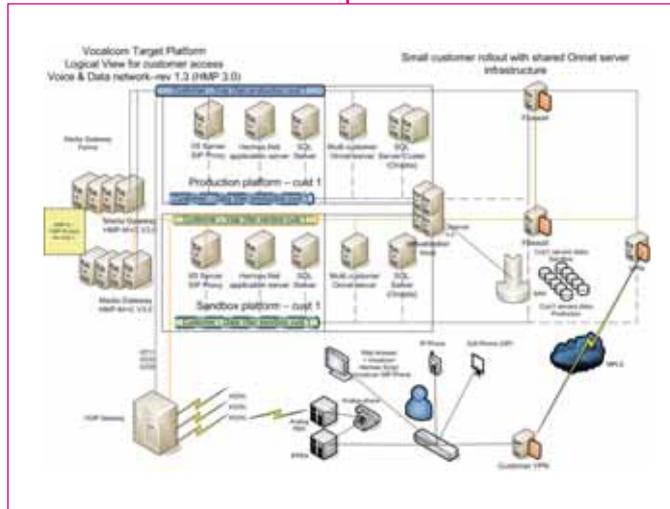
Integrating HMP technology to the Hermes.Net applications has truly enhanced the virtual call center industry. From a centralized location you can deploy one or multiple sites, simply, rapidly and at a low cost. The deferent sites have the ability to share resources for a superior traffic management regardless of their location. The contact centers are therefore relieved from the recruitment and high turn over process.

Nevertheless, the inter system remains fully secure and confidential. Different clients can simultaneously connect and work on the solutions at any giving time, allowing them only to visualize the campaigns and information that are related to them restricting them from other campaign information. This type of architecture is widely used by telecom operators and **application service providers (ASP)**.

Vocalcom's Virtual call center technology includes remote capabilities on all our contact center medias: ACD, predictive dialing, scripting, CRM, supervision, browser based agent

interfaces, appointment management modules, etc... This **Virtual contact center environment** allows you to build or expand a contact center with sophisticated functionality with a **PCs and a broadband connection**.

Our HMP VoIP voice solutions allow **crystal-clear voice quality** and every advanced contact center feature, without any local hardware, software, or additional phone lines.



### **Key Features**

- > VoIP-ToIP
- > Multisite architecture
- > Load Balancing
- > Crash Recovery
- > Recording
- > Ease of deployment
- > Centralized administration
- > Disaster Recovery
- > Powerful Scripting tool
- > Real time supervision
- > ACD (Automatic Call Distribution)
- > Hosting
- > Reporting
- > Fail Over
- > Predictive Dialer
- > Screen pop up
- > IVR

# > 14 Avaya IP Based Platforms

## > Data and VoIP Convergence

Avaya's hardware and software platforms provide voice and data network architectures to enhance your agent's telephone communications with the ability to tie in remote sites.

These high quality servers provide intelligent quality call routing in a centralized environment.

Hardware and software cost is an important factor in a multi site environments architecture.

The Avaya MultiVantage® suite integrates all types of multi-media applications (Video, voice and data) directly on your IP network using simple interactive management tools. The voice and data convergence provides an added value to companies and clients with solid and effective solutions: **unified messaging**, online collaboration and internet connectivity between contact centers (Internet Contact Centers).

The platform capacity consists of **300 000 calls per hour and up to 36 000 interconnected stations** with 12 000 on IP.

**Voice quality** is an essential element, **guaranteed by MultiVantage** deployed infrastructures that support all standard QoS (Quality of Service). The quality of service provides a priority to the voice rather than other traffic on the LAN/WAN network.

The primary QoS management standards are integrated to the solution:

- DiffServ: IP Priority
- 802.1p/Q: Ethernet priority/VLAN
- RSVP: Reserves bandwidth on the IP network

## > Reliability

Avaya architectures are primarily designed for high reliability, aligned with separate redundant servers. Each component is duplicated for **maximum redundancy**: servers, UPS, modems, switches and IPSI. This infrastructure is perfectly mirrored allowing the systems to provide automatic load balancing and redundancy for voice and data to eliminate any service interruptions. System downtime costs you money and productivity. If your solution can't route calls to you, your clients can't get through to place orders or request support.

Sometimes you'll just lose an order, but sometimes you'll lose customers permanently. Many cheap phone systems (both hardware and hosted) are built with little or no fault tolerance. If any component of the system fails, you're out of business. Customers get busy signals or dead lines when they try to contact you. The Avaya system incorporates full redundancy with **automatic failover** throughout the system to assure minimum downtime. When we have a component failure, that part of the system is automatically isolated and removed from use, and calls are instantly rolled over to working equipment.



## > The MultiVantage Brand

The MultiVantage Brand offers a large array of solutions that can be adapted to your specific needs regardless of your activities.

Server Scaling	S8710/S8720	S8500	S8400	S8300
<b>Target Market</b>	<b>Enterprise</b>	<b>Mid to Large</b>	<b>Mid to Large</b>	<b>Mid/Survivable</b>
Max Endpoints	36.000	2.400	900	450
Max IP Endpoints	12.000	2.400	900	450
Total Trunks	8.000	800	400	450
Max CC Agents	5.200	2.400	500	500
Max CC Skill Pairs	180.000	180.000	6.000	6.000
Max Avaya G-series Gateways	250	250	5	250
Max Local Survivable Proc. (LSP)	250	250	5	50
Max Announcement Sources	250+10	250+10	5+10	50

### > Avaya S8300 Media Server:

From 50 to 450 users in a centralized or remote location. The processing is handled by a **Linux server**. The S8300 can supports 450 stations and 450 trunks up to **50 000 BHCC** that can control up to 50 H248 Media Gateways.

### > Avaya S8400 Integrated Media Server:

is installed on a Prologix-CMC CMC/G600/G650. The processing is handled by a Linux server. The S8400 supports up to 1300 ports (900 stations/400 trunks), 250 H248 Media Gateways and handle 10 000 BHCC (500 agents).

### > Avaya S8500C Media Server:

The processing is handled by a Linux server (Intel Pentium IV 3.06 GHz, 1 Go RAM, DD 80 Go). The S8400 supports up to 3200 ports (2400 stations/800 trunks), 250 H248 Media Gateways and handle up to **100 000 BHCC**.

### > Avaya S8710 Media Server:

The processing is handled by a Linux server (Intel Xeon 3.06 GHz, 512 Go RAM, DD 72 Go). The servers are duplicated, at a maximum of a 10 km distance. The S8710 supports up to 36 000 stations, 250 H248 Media Gateway and handle up to 300 000 BHCC. Providing the **highest capacity available in today's marketplace**.

#### Key features

- > VoIP-ToIP
- > Multisite Architectures
- > Up to 300 000 BHCC
- > Advanced CMS Statistics
- > From 5 to 12 000 IP Stations
- > ACD (Automatic Call Distribution)
- > MultiVantage, IP Office & Definity brands
- > IVR
- > High Reliability
- > Linux Server



# >15 Dialogic Platforms

Over the past 10 years, Vocalcom has successfully evolved and developed on Dialogic based platforms. These solutions have provided quality and stability to thousands of contact centers. Over the past 20 years, Dialogic has produced a wide variety of telecom boards and IP integrated resources. These functionalities include: voice enhanced messaging, listen, whisper, IVR and many more.

Regardless of the equipments you are currently using, the simplicity of these architectures allow ease of integration with your existing solutions or under a stand alone solution without a PBX. Regardless of the size of your contact center, these platforms have been developed based on customers needs allowing them to evolve in transition to their industry.

## > Flexibility and reliability

From 4 to hundreds of stations, Vocalcom offers flexible solutions giving you the ability to easily and rapidly scale your capacity of your equipments based on your immediate needs by adding a single interface board.

Furthermore, we supply integrated solutions and the **installation process is fast and simple**, in most cases within 48 hours.

Dialogic boards operate on standard telecom ISDN signaling protocols, that work with our solutions in over 37 countries.

Our industrial RAID enhanced type servers have multiple available slots to accommodate many of Dialogic boards

consecutively to manage your inbound and outbound traffic. Based on Windows 2003 operating system, these platforms are stable, secure. Their preventative maintenance are standard as any other windows type server.



Dialogic boards have an **average life span** of 100 000 hours, **approximately 10 years**.

## > Estimated MTBF

### PCI

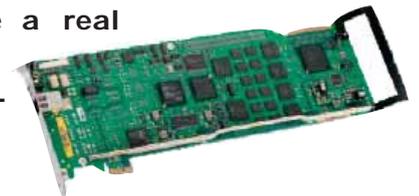
DMV600BTEP.....	105 000 hours per Bellcore Method I
DMV1200BTEP.....	98 000 hours per Bellcore Method I

### Compact PCI

DMV600BTEC.....	92 000 hours per Bellcore Method I
DMV1200BTEC.....	87 000 hours per Bellcore Method I

The availability is a fundamental concern for contact centers, the integrated Vocalcom platforms include **fail over and disaster recovery procedures**.

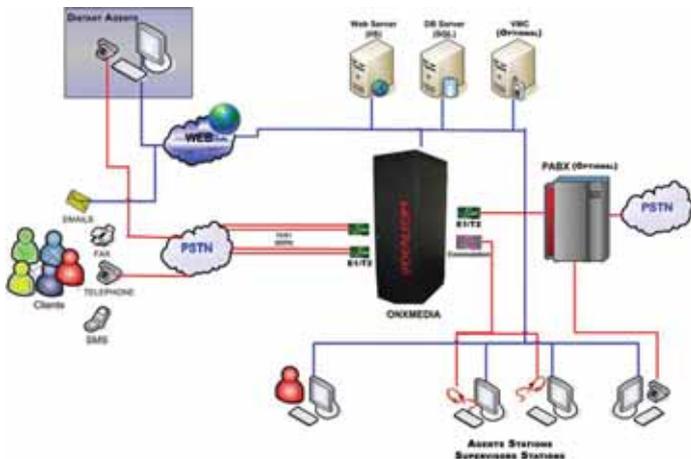
In the event that a hardware component of the global architecture is not available, the system will perform an automatic **fail over with interruption** to an equivalent backup component. These architecture and process are designed in order to guarantee **a real continuity of service for an annual uptime of 98%**.



### > Stand alone architecture

The Vocalcom platforms have been engineered to operate in a stand alone environment, **connected directly to the public PSTN telecom network** in order to handle all inbound and outbound telephone calls. Dialogic PCI or ISA type boards come in 1 to 4 port T1\E1 interfaces, (DMN1200, DMV600B, DMV1200B...) each server can hold multiple boards. You don't require telephone sets for your agents, a simple headset connected to an amplifier therefore reducing the overall financial investment.

Dialogic DISI or HDSI communication interface boards allow you to configure up to 120 agents on just one board. Calls that are sent and received by the server are directed to the agents by one unique platform, **reducing capital investment**, maintenance and **administration cost**.



### > Architecture with a PBX

In the event were you are equipped with a PBX and wish to integrate CTI to it, a seamless installation can be performed to link the two systems together. This architecture gives you the same features, functionality and reliability as in the stand alone architecture.

Regardless of the type of PBX, the connection to the Vocalcom platform is done across a T1 connection providing a simple and effective way to add to your existing infrastructure. **Based on your current architecture**, our PCBX server will be placed in front or behind your PBX.

The integrated system will use your current PBX phone sets, **no additional hardware** installation will be required for the agent stations.

#### Key features

- > VoIP
- > Stand Alone Architecture
- > Load Balancing
- > Fail Over
- > Crash Recovery
- > IVR
- > Predictive Dialer
- > Reporting
- > Call Recording
- > Screen pop up
- > Powerful scripting tool
- > Real time Supervision
- > Measure contact quality
- > ACD (Automatic Call Distribution)
- > Reporting and Statistics

# >16 Asterisk Platforms

Centriphone Millennium® IP contact Center integrates multi-media message management: web call back, chat, voice, video, e-service and web collaboration in order to offer superior online customer service, gain customer satisfaction, increase revenues and the overall contact centers productivity.

The Infinity group, a subsidiary of Vocalcom has incorporated **Asterisk® Open Source IP technology** to its Centriphone Millennium® IP contact Center software suite. This offering gives large contact centers a complete, stable and reliable call management solution.

Centriphone Millennium® IP Contact Center suite allows the agents to effectively communicate with their clients regardless of the media they decide to use.

Centriphone Millennium® IP Contact Center unifies all communication channels under one unique platform:

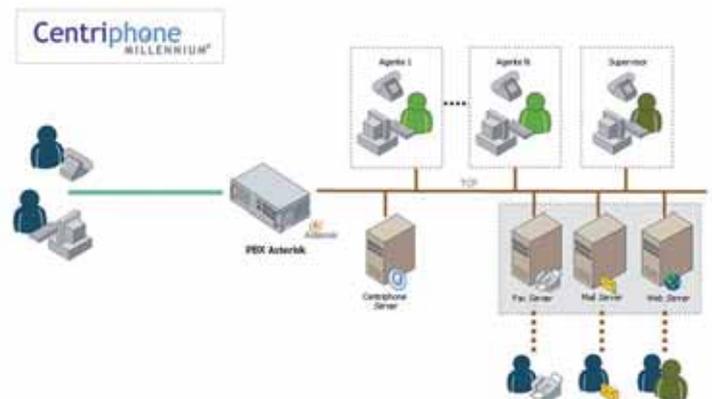
- > Inbound calls with interactive voice response
- > Outbound calls (Preview and Predictive)
- > Web media: Chat, VoIP, Video IP and Co-browsing
- > E-Mail
- > SMS, ...

With Centriphone Millennium client can communicate with your company using multiple communication channels and the agents can manage all the interactions under one simple to use application and one unique queue.

Centriphone Millennium is integrated with the open source Asterisk application. It uses SIP VoIP protocol offering a feature rich and complete solution to satisfy complex contact center requirements at a very competitive cost.

Asterisk® offers standard and advanced PBX functionalities. The IP Asterisk®, platform operates on standard telecom networks or on VoIP systems. The Centriphone Millennium and Asterisk® solution allows you to successfully integrate your equipments with an IP telephony environment. These technologies include; chat, conference, email, videoconferencing, 3G...

The main advantages are that **all the medias are managed by a unique queue**, the full featured IVR functions and the predictive dialing engine.





# >17

## Call Center Accessories

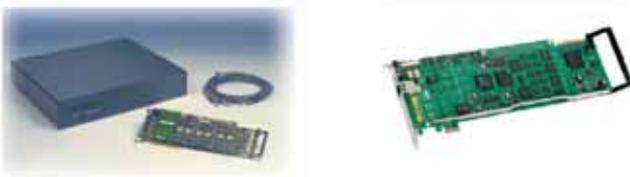
**Relying on experience and the best industry technologies, Vocalcom proposes an indispensable array of call center accessories.**

### > DIALOGIC telecom and data interface boards

Industry leader, Dialogic has a large portfolio of voice and data boards tailored to different industries. For over 20 years Dialogic technologies has provided stable and reliable boards that have a life span of over 10 years.

- > T1/E1 ( DMNxx, DMVxx, ...)
- > Media Processing boards (DMVxxB )
- > Station Interface boards ( type Disi ou HDSI )
- > IP Boards (DM-IPxx, IPTxx, ...)
- > IP Gateways

Benefit from great prices with warrantee regardless of the type of board.



### > Headsets

A perfect combination between style, technology, sound quality and reliability.

Vocalcom has selected premier quality headsets that have been tested in highly intense production environments.

### > Binaural or Monaural headsets

- > Noise cancelation microphone
- > Acoustic compression
- > Flexible boom microphone
- > Durable, resistant with 2 years warrantee



### > Wireless headsets

- > 500 feet distance
- > 12 hour battery life
- > Micro noise conciliator
- > Mute function
- > Conferencing capabilities
- > Durable and resistant
- > Durable, resistant with 2 years warrantee



### > Vocalcom Media Center

The VMC is a central multimedia back office server. All tasks, printing, SMS, emails and faxes are automated and archived. With a simple click the agent can activate one or multiple fulfillment actions to be personalized and send to your callers.

### > Printing

Connected to a single or multiple network printers, the print jobs are sent in real time. You can set different types of functions in your campaigns that can be triggered automatically within your script.

### > Email

The VMC allows you to send your contacts real time emails including you can send attachments. The information is send efficiently and rapidly. Appointment confirmations can be made immediately after the conversation has ended. The VMC expedites the emails in real time with a delivery confirmation event display to monitor unsent items.

### > Fax

Frequently used for B to B driven campaigns, the same actions aptly to faxes and they are accessible in real time. Faxes are tacked with confirmations as well as multiple redial attempts in the event of a busy signal.

### > SMS

SMS is becoming one of the most common used medias, the VMC has integrated with SMS to send information to mobile phones. You have the ability to send real time SMS messages to your sales force or the ability to send appointments to your remote teams.

SMS can be used for your clients, send them a broadcast message at a minimum cost. Can also be used for collection purposes.

### > Speech engine

The VMC integrates speech engine technologies generally used with IVR scenarios.

Simply and efficiently the engine can query your database and deliver the information over a voice system prompt. The

call can be filtered and treated automatically without to sending it to the agents, pertinent information like: address, fax number, account balance, refunds, etc...

### > Wallboards

The VMC integrates with most of the industries wallboards in order to display real time information regarding your call center activities: number of treated calls, number of calls in queue, number of available agents,...

The wallboard efficiently provides real time supervision. Your results can also be displayed on LCD or plasma screens throughout your contact center.

Hermes.Net provides a unified supervisor interface that's operated in a web browser. This application can be broadcast directly to your monitors. The interface can be customizes to display any pertinent information you need: number of calls treated, calls in queue, max queue times, total sales, agent performance, etc...

### > Video Call with VoiceVision

#### **Seamlessly integrate video to your contact center!**

VoiceVision offers state of the art features in order to provide superior means of communication for sales, support and marketing environments. You can use visual tools to expedite technical support situations and use live feeds to demonstrate products.

Integrating Video to your contact center provides added value and superior service, providing you with advanced tools **to differentiate yourself from the competition.**

Call Center Technology



C o m p a n y

Philosophy

References

Partners

Global Presence

# >18 Philosophy



Over the past 10 years, Vocalcom has provided world-class contact center solutions.

With a global presence in **37 countries and over 2800 clients** using our systems daily, Vocalcom occupies a leadership position in

today's call center marketplace. The evolution of multi channel, multi sites, voice over IP, email, SMS, coaching and video innovations have changed the contact center industry.

At all our office locations, and throughout our development and sales operations, Vocalcom maintains a deep commitment to our customers.

This determination we have to guide and work together for the common good of our clients portrays everything we do: from research and development, to product manufacturing, marketing, sales and distribution.

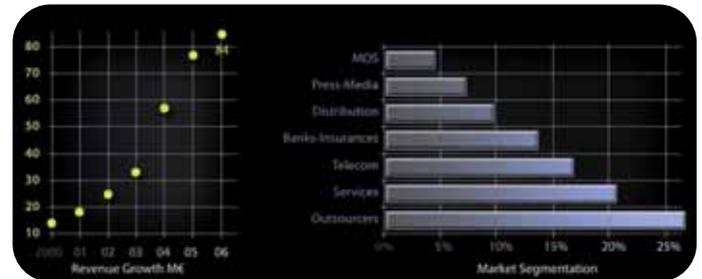
Within the Vocalcom product portfolio list you will find the latest **Asterisk, Natural Language, VoiceVision, HMP, Dialogic and Avaya contact center platforms**. Together these next generation technologies can be bundled with Vocalcom's software architecture to provide turn key solutions for all industry markets.

Our investment in research and development allows us to provide complete, efficient and profitable **next generation contact center solutions**.

What differentiates Vocalcom from the competition is its workforce. **25% of the staff are from the call center industry** thus influencing the product development. This demonstrates that Vocalcom's products are developed based on client's requirements and that we understand our clients needs.

## In Figures

The Vocalcom group has sustained a constant yearly annual growth of 20%. In 2006, the consolidated group turnover has exceeded 84 M€.



These results are divided between all major business segments, illustrating the reliability and flexibility of our solutions. The premiere quality of our solutions is the ability to provide our clients with **limitless possibilities regardless of the industry**.

## Global Recognition

### > In France

The Hermes software suite is recognized by the National Minister of Education (RIP).

### > In Europe

Vocalcom received the **label of Innovation** related to the EUREKA programme for taking part and cooperating in the top technology companies in 33 European countries that are part of the European Union.

### > Worldwide

Innovative product awards, best in its class for **5 consecutive years in the United States** by TMC.

## Efficiently Servicing You

At the heart of our corporate culture, our quality of service takes precedence and we strive to **provide our clients with superior service and solutions for their success.**



### Our Services Include:

- > Consulting
- > Industry product benchmarking
- > Proof of concept
- > Installation and parameter settings
- > Superior maintenance
- > Training
- > On site assistance
- > Personalized service level agreements (SLA)
- > Multi level technical support

**Our primary goal is to surpass your expectation,** providing innovative technologies, superior service, quality and product reliability.



# >19 References

**Outsourcers:** Acticall, France ● ADM, Germany ● Armatis, France ● Arvato Services, Argentina, Belgium, France, Morocco, Netherlands ● B-connected, Belgium ● B2S, France, Morocco ● Brainsgroup, Netherlands ● Brucall, Belgium ● Call Center Bulgaria, Bulgaria ● Call-it, Belgium, Netherlands ● Call Tech, Colombia ● Client Center Alliance, France ● Client Logic, France, Morocco ● Comtree, Netherlands ● Connecta Call Center, Spain, Portugal ● Contesta Teleservicios S.A., Spain ● Didoc, Netherlands ● E-Laser, France ● EOS Contact Center, France ● Euro CRM, France, Mauritius, Canada ● Gexel Telecom, Canada, France ● Groupe Akerys, France ● Groupe Everest, France ● Great Telemarketing, Brazil ● GTN Communications, Canada ● Leenart & Heemskerk, Netherlands ● Media Contact Benin, Benin ● Mezzo groupe 3 Suisses, France ● MyCall, Netherlands ● Outservico, Spain ● Pages Jaunes Marketing Services, France ● Prodialog, Germany ● Propulsion, Netherlands ● Quality Contacts, Netherlands ● Plantel, Spain ● Quanta telemarketing, Brazil ● Raya, Egypt ● Signature Telemarketing, USA ● Sitel, France, Morocco ● Suntasia Marketing, USA ● Télécenrer Antwerpen, Belgium ● Téléperformance, France, Suisse ● The Phone House, France ● V-Connect, The Philippines ● Victoria Line, France, Mauritius ● Web Help, France, Morocco ●

**Banks-Insurances:** Abbey National Bank, Italy ● Adeslas, Spain ● AGF, France ● AIG, France ● AON, Spain, Netherlands ● Banca Popolare Italiana, Italy ● Banco

Espirito Santo, Spain, Portugal ● Banque Populaire, France ● BNP Paribas, France ● Caisse d'Epargne, France ● Caixa Catalunya, Spain ● Caja Madrid, Spain ● Cardif, Argentina, Brazil, Chile, South Korea, France, Taiwan ● CBC Banque, Belgium ● Cetelem, Belgium, Spain, Italy ● Creditech, France ● Crawford Adjusters, Canada ● Crédit Agricole, France ● FIATC, Spain ● Gestitres groupe Natixis, France ● Groupama, France ● Groupe Eovi, France ● La Banque Postale, France ● MACIF, France ● Pronto Assistance, Italy ● Société Générale, France ●

**Services:** ABB, Spain ● Adecco Services, Canada, France ● ADO, Mexique ● Advance Medical, Spain ● AFPA, France ● Ajilon Sales & Marketing, France ● Altroconsumo, Italy ● Atos Origin, Belgium, Italy ● Bex Reizen, Netherlands ● Cito, Netherlands ● Dec Italy, Italy ● Elyo, France ● Essent, Belgium ● Fi System, Italy ● Gexel Telecom, Canada, France ● Gobierno de Canarias, Spain ● Gold Key Resorts, Usa ● Golden Pages, Ireland ● Gouden Gids, Netherlands ● Joncas PosteExpert, Canada ● La Poste, Belgium ● Lastminute.com, France ● Les Taxis Bleus, France ● Metro Madrid, Spain ● MIVB/STIB, Belgium ● Oxio, Netherlands ● Pixmania Groupe Fotovista, France ● Portaal, Netherlands ● Promedia, Belgium ● PSA, France ● Quebecor World, Canada ● Riziv/Inami, Belgium ● SD Genisys, Great Britain, India ● Sherpa, Belgium ● Svp Multi-Info, France ● Test Achats, Belgium, Italy, Spain, Portugal ● Tir Groupé, France ● Thalys, Belgium ● UGC, France ● Wave, Italy ●

**Press-Media:** Bayard Presse, France ● Bertelsmann, France, Netherlands ● France Loisirs, France ● International Herald Tribune, France ● La Centrale, France ● La Montagne, France ● Le Figaro, France ● Le Républicain Lorrain, France ● Le Parisien, France ● Nice Matin, France ● Libération, France ● Socpresse, France ● PVC, France ● 1866 A Vendre, France ●

**Debt Collection:** Cash Performance, France ● CGA, groupe Société générale, France ● GCQ, Canada ● Citibank, USA, Canada ● Cofinoga, France ● Contentia, France ● FM Industries, USA ● Intrum Justitia, France ● Krebes, Belgium ● Les Huissiers, France ● Patenaude & Felix, USA ● Pouey International, France ●

**Distribution:** Agridirect, Netherlands ● Albert Heijn, Netherlands ● Argel, France ● Algérienne des Eaux, Algérie ● Boulanger, France ● Fluxys, Belgium ● Heritage Food Services, USA ● Ikea, Spain ● Mediaworld, Italy ● Maximo, France ● Surcouf, France ● The Carphone Warehouse, Great Britain ● Sony Music, France ● Telemarket, France ● Toupargel-Agrigel, France ●

**Telecommunications:** AOL, France ● BeTV, Belgium ● Canal +, France ● ICMI, Saudia Arabia ● Moov - Atlantic Telecom, Ivory Coast ● Noos, France ● Orange, France ● Outremer Telecom, Mauritius, Reunion Island, Martinique ● Sagem, France ● Scarlett, Netherlands ● Telefonica, Spain ● TBWA, France ● UPC- NC Numéricable, France ●



# >20 Partners

Vocalcom has established several **strategic partnership alliances** with leading world integrators and distributors around the world.

This network of partners is linked to a broad range of knowledge and services allowing us to offer complete client interactive solutions that are specifically tailored to our clients for their specific needs and proprietary objectives.



Over the past ten years Vocalcom and partners have developed a solid industry experience in integrating telecommunications architectures and complex information systems.

**Together, we have acquired the capacity to deploy, maintain and support a number of complex projects while respecting functional objectives, delays and budgets.**



# >21 Global Presence

Over the past 10 years, Vocalcom has provided world-class contact center solutions.

With a global presence and subsidiaries in Belgium, Netherlands, United Kingdom, Italy, Spain, Morocco, United States, Canada, Brazil, Argentina, Mexico, Tunisia and the United Arab Emirates.

There are over **225 000 agents** using our systems daily, Vocalcom occupies a leadership position in today's call center marketplace.



**INNOVATIVE**  
European Label





Call Center Technology



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