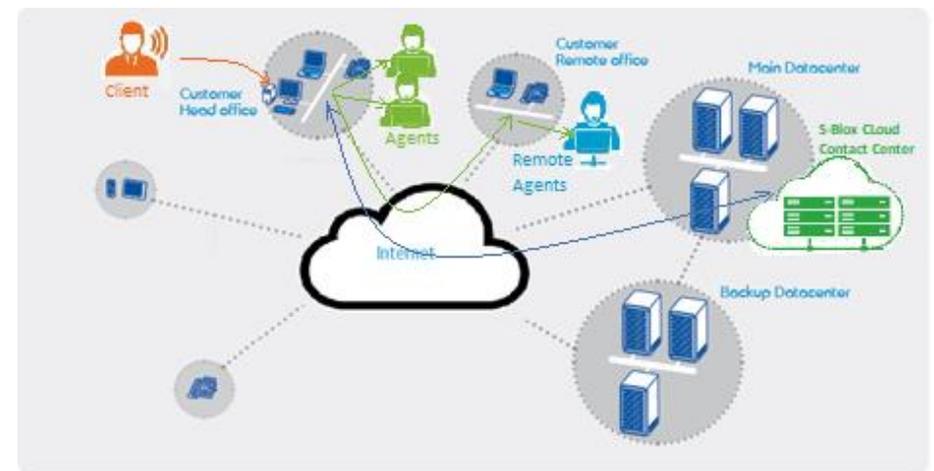


The call-center industry is undergoing significant technological, economic and social changes. Lower-cost software applications can now be delivered as-a-service through the Internet and a customer care representative can be an outsourcer in the Philippines, a stay-at-home mom in Denmark, or a knowledge agent with a PhD.



S-Blox Cloud Contact Center

Your Customer Service tools in the Cloud

More info?

Contact your account manager or surf to: www.s-blox.com

Stand out in the crowd

The primary drivers for companies to choose a hosted contact center solution include ease of implementation, no capital investment and pay-as-you-go pricing. These are followed by reduced system maintenance and access to the latest technology. Businesses of all sizes can benefit from the breadth of hosted Contact Center offerings from S-Blox. Features and functionality that were once only attainable by larger organizations with deep pockets in an on-premise environment are now easily implemented by even the smallest contact centers. In addition to basic automatic call distribution functionality, solutions now encompass advanced contact center functionality such as self-service, outbound dialing, quality monitoring etc. Another example of this advanced functionality is the unified agent desktop.

Ready for the future!

The ubiquity and openness of the Internet, the augmentation of industry standards, and the broad

acceptance of the cloud has enabled S-Blox to deliver its Cloud Contact Center Offering with the capabilities highlighted below;

Remote Agents that helps achieve adequate staffing levels with qualified workers. Effective tools to monitor remote worker productivity are readily available and remote workers can now be monitored as if they were onsite. **Mobile 1st** and **Omnichannel** mobile solution (voice, SMS-text, chat, web, etc.) to enable customers to enter into contact center operations and interact with agents while in transit and away from their desktop, or just because they prefer to interact from a mobile device. Information needs to be consistent across channels of communication. **Super-Agent** capable of handling multiple communications channels, e.g. multi-lingual, inbound/outbound omnichannel capable. **UC enabled Contact Center** that better ties contact center operations into the larger enterprise and expert community working outside a contact center environment by giving agents the same

communications tools available to company employees.

Benefits

- **Financial Advantages.** From a customer perspective, the low upfront investment with the 'pay-by-the-drink' financial utility model, instant access to cutting-edge technology and rapid deployment make the model difficult to ignore. The real enabler of the low-cost model is leveraging multi-tenancy architecture where End-users (or tenants) share server capacity in a partitioned environment, accordingly cost savings are passed on from the economies of scale realized through the use of shared resources.
- **Security Strength.** A perceived lack of control over operations and the security of critical customer data in a hosted environment continue to cause end-user concern. But the reality is that a well-engineered hosting environment will have deeper security infrastructure in-place than many SMBs could afford on their own. This is a significant advantage in being able to leverage the financial investment



S-Blox Cloud Contact Center offers irrelevance of distance, revamped service pricing structures, flexible delivery systems, and an “always on, always available” mentality on the part of the end users.

that was made by S-Blox in security standards and measures. In sum, tenant self-administration capabilities along with process/methodologies with enhanced security options, can play a critical role in overcoming these reservations.

- Flexible Work Options & Virtualization.** Virtualization allows companies to create flexible and decentralized contact centers that can be easily controlled and monitored irrespective to their physical location. Companies can create a central queue that includes agents in multiple remote centers and skills-based routing that ignores physical location. Managers can schedule agents, monitor and record calls, tweak queues and generally do their job with no regard for where agents are physically situated. Remote and at-home agents provide numerous benefits for contact centers, including reduced seat costs, an appreciable elevation in employee morale (which contributes to better customer experiences), an accompanying increase in employee retention rates, and finally an expansion of the labor pool to include better-qualified agents. Work at home agents could become the industry norm in the coming years and represent an appealing alternative to off-shoring.
- Access to the latest Technology.** Using a subscription model, enterprises can try out new functionality without spending a great deal of time and money. S-Blox Hosted contact center solution thus offer the ability to

trial new technologies with minimal risk and at a relatively lower cost of entry. S-Blox periodically undertake functionality upgrades thereby giving subscribers the ability to attain the latest feature functionality with minimal effort and cost.

- Business Continuity Reduce Risk.** The hosted contact center model ensures business continuity by enabling agents to be connected to the technology platform and necessary applications -from anywhere with Internet access. Even in an outage, companies maintain the ability to service and sell to the client base, undermining what could otherwise be a disastrous situation resulting in lost revenue, dropped calls and negative customer experiences.
- Enhanced Operational Flexibility.** A major benefit of the hosted model is the ability to rapidly scale either up or down to meet business demands due to business growth, unexpected and/or fluctuating call volume from seasonality, new product introduction, sales promotions, etc.

The challenge

Contact center agents today are required to respond quickly to inquiries and issues associated with multiple products, services, billing systems, knowledge bases, pricing schemes and the like, but are challenged to quickly access only

the relevant information from all of these sources.

The Solution

S-Blox hosted Cloud Contact Center solution offers a unified agent desktop that performs two critical functions:

- 1) Funnels all customer interactions – voice, e-mail, chat, and self-service – through a single, comprehensive interface. This allows agents to handle customer exchanges across multiple channels, simultaneously; and 2) Interfaces to back end applications, content and resources, such as billing, inventory, order entry and others, to present only relevant resources in a single agent desktop using the concept of “Smart Tabs” which changes dynamically based on the activity or contact type, presenting only what agents need for a specific interaction. With a single agent desktop and Smart Tabs, agents process more quickly and are more responsive to customer needs before moving on to up sell or cross-sell activity. It enhances the customer experience by giving the agents immediate fingertip access to everything relevant about that customer for faster, on-target service. A truly unified agent desktop can be utilized in sales, marketing, finance and other business disciplines to gain valuable customer insight.

Automatic Call Distribution (ACD)
By capturing resource skill sets in the routing database, contacts are routed to the right resource by skill type. Agents has a rich Unified Agent desktop with advanced contact handling features, on demand access to customer information, and immediate access to experts.
Reporting: Monitor and analyze virtually everything in your contact center – from wait times to average answer speeds, to percent reduction over the past year in abandoned call times. Get real-time monitoring to make “on the fly” decisions and leverage historical data to develop new and improved procedures.

Interactive Voice Response (IVR)
Lower service costs by automating self service interactions across multiple media including voice, mobile, and integrated voice response to outbound voice, email and SMS text interactions.

Call Recorder
Capture customer interactions across a wide range of channels. Reliably record all voice transactions across multiple sites, and capture transactions that may be of particular interest to you.

Multimedia
Let customers contact you through their channel of choice (voice, email, chat or Video).

Outbound Dialer
It is a customized IVR application that makes outgoing calls to inform the receiver with a voice message. It works by extracting numbers from a database or basic spreadsheet to make the call,

4 Profiles

Different Features Per Profile	CC Core	CC Enterprise	Recorder	Outbund
UC Core (PBX)	✓	✓		✓
Automatic Call Distribution (ACD)	✓	✓		✓
Reporting (per supervisor)	✓	✓		✓
Multimedia		✓		
Call Recorder			✓	
Quality Monitoring			✓	
Interactive Voice Response (IVR)	✓	✓		✓
Outbound Dialer				✓

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