

## Conversation Starters:

On a scale of 1 to 10, how do you feel your current platform handles seasonal spikes or fluctuations in new business?

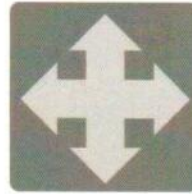
Would you like to support agents in multiple locations, including "At Home"?

What if I told you inContact is helping customers manage budget constraints for new equipment?

Does your current Disaster Recovery Plan put you back online in minutes?

On a scale of 1 to 10, How well does your current solution support channels such mobile, chat and social media?

What is your company's action plan for integrating multiple solutions into one system?



### Contact Routing

Complete contact routing and blended dialer for IB/OB.

- ACD
- IVR
- CTI
- Email & Chat
- Speech Recognition
- Dialer



### Workforce Optimization

Full suite of solutions to increase agent productivity and efficiency.

- Workforce Management
- eLearning
- Survey
- Recording
- Quality Management



### Telecommunications

Carrier grade network offering low-cost, redundant call handling options.

- TDM
- VoIP
- Toll Free
- Recording
- Quality Management
- Local DID

## Contact Center Challenges:

### Financial Battles

- Time-consuming and expensive CapEx decisions (hardware, maintenance, etc.)
- Company cannot afford adequate disaster recovery
- Upgrades are viewed as "nice" but not critical

### Operations Issues

- Challenges in Multiple Locations (Support, Staff)
- Seasonal Call Volume and Reliability Issues
- Complex Routing struggles
- Non-Integrated data (WFM, WFO, CRM) handicaps company insight

### Innovation Struggles

- Painful upgrades
- Solution is always playing 'catch up' to the customer's needs
- Agent motivation issues

## What To Look For: Companies with Contact centers integrated into their offerings:

Hosted PBX, Telecom reseller, Voice/Data communications provider and even consultants.

**Customers with Technology:** nearing End Of Life or simply unable to keep pace.

### Verticals:

that are in clear need of a modern contact center, such as Healthcare, BPO and Financial Services.

Installs in  
under 30 days



Scales from  
10 agents to 10,000



Intelligent routing integrates  
with many CRMs & PBXs

