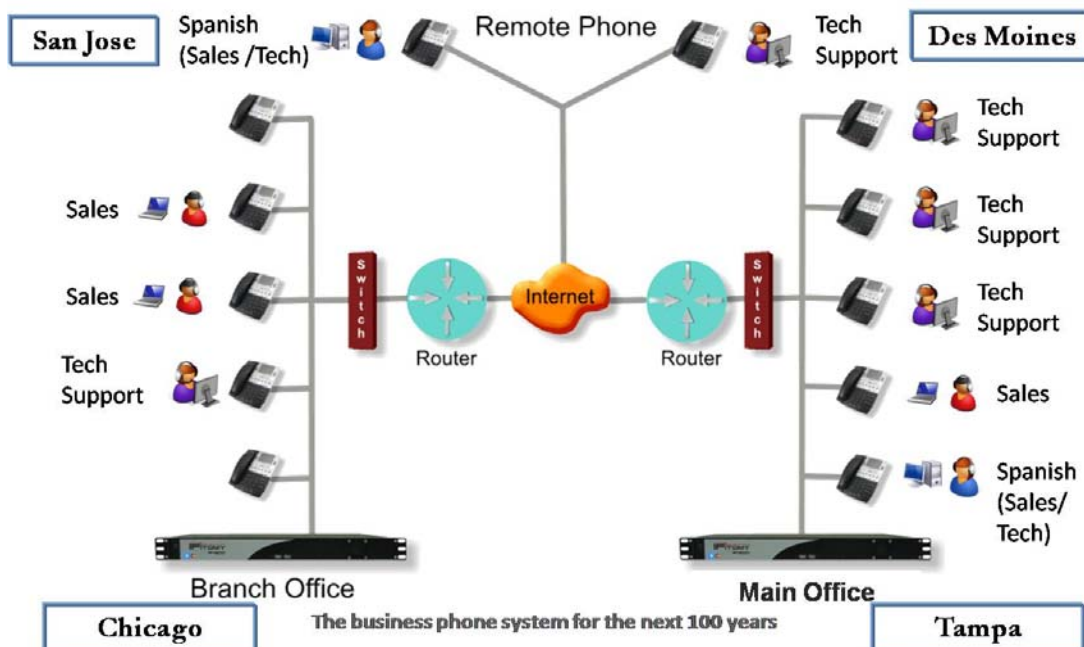




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IPitomy Contact Center



IPitomy's ACD leverages all the advantages of IP to maximize user productivity and ensure callers experience the ultimate in customer service ... both of which translate into improved business performance and an optimal ROI.

Coupled with simple and intuitive administration and user interfaces, IPitomy's ACD is flexible enough to support the sophisticated applications necessary for streamlined, efficient and cost effective call handling:

Virtual Call Centers – utilize the best agents regardless of where they are at home or in different geographic or branch office locations

Skills-Based Routing – match the caller's needs to the available agent best suited to handle the call

Multiple Queue Assignments – increase productivity and capacity by equipping agents with the information they need to effectively handle a variety of call types

Overflow & Load Balancing – respond to fluctuations in call volume by automatically enlisting additional agents or groups when user-defined thresholds are breached

IP ADVANTAGES IN THE CALL CENTER

IPitomy's IP PBX with ACD makes the most of all that an open-standards, IP-based platform has to offer, including full support of affordable SIP-based trunking as well as traditional PSTN services. Among the

benefits of implementing IPitomy's IP PBX with ACD:

- Lower operating costs through
 - Resource optimization
 - Best agents regardless of location
 - 'Follow-the-sun' coverage
 - Centralized management
 - Reduced network and toll costs
 - No monthly fee associated with hosted/managed solutions
- Enhanced flexibility & scalability
- Simplified, easily accessible administration
 - Browser-based
 - Single integrated platform / solution
- Survivability

IPitomy's *open-standards based solution* offers protection against obsolescence and enterprise-grade features at a fraction of the cost.

IPitomy's *support for SIP trunking* means your business can take full advantage of lower cost telecommunications services and increased bandwidth.

Features

Below is a list of all of IPitomy's Formal Call Center and ACD features compared to IPitomy's Standard Informal Ring Group Features. The Standard features are available on all IPitomy systems. The Optional Formal Call Center/ACD features are available with the options ACD package.

IPitomy ACD Features List

Call Queues	Standard Queues	ACD Queues
Unlimited Call Queues	Yes	Yes
In Queue Call Routing	No	Yes
Route When a Queued Caller Presses Any Digit	No	Yes
Queue Caller Timeout	No	Yes
Queue Member Circuit Limit	No	Yes
Route When Max Queue Length Reached	No	Yes
Route When No Members Logged In	No	Yes

Custom Music on Hold Per Queue	No	Yes
Invisible Queues	No	Yes
Members Never Busy	No	Yes
Announce Position in Queue	No	Yes
Announce Estimated Hold Time	No	Yes
Announcement Frequency Control	No	Yes
Log-in Queue Members	No	Yes
Permanent Queue Members	No	Yes
Real Time Queue Status	No	Yes
Historical Queue Logs	No	Yes
Historical Queue Statistics	No	Yes
Route When Queue Empty	No	Yes
Acknowledge Call	Yes	Yes
Queue Member Presence	Yes	Yes
Ring Strategies:	Yes	Yes
- Ring All	Yes	Yes
- Round Robin	Yes	Yes
- Fewest Calls	Yes	Yes
- Least Recently Called	Yes	Yes
- Random	Yes	Yes
Queue Specific Music on Hold	Yes	Yes
Unlimited Voice IVR Menus	Yes	Yes
Upload Pre Recorded Prompts and Messages	Yes	Yes

Agents

Agent Log In	No	Yes
Agent Log Off	No	Yes
Auto Log Off	No	Yes
Agent Only Extensions	No	Yes
One-touch Log in/Log off	No	Yes

WEB Based Administration

Administrator Controls	Yes	Yes
User Controls	Yes	Yes
Program Phones Remotely	Yes	Yes
Call Center Manager Control	Yes	Yes
Operator Call Control	Yes	Yes

Recording & Monitoring

Call Recording	Yes	Yes
Recording Stored in Mailbox Folder	Yes	Yes
Call Monitoring	Yes	Yes

Logging & Reporting

Current Calls	Yes	Yes
Call Logs	Yes	Yes
Call Reporting	Yes	Yes
Queue Status	No	Yes
Queue Reports	No	Yes

Custom Audio Recordings

Recording Voice Prompts	Yes	Yes
Multiple Languages	Yes	Yes
Voice Prompts Yes	Yes	Yes

Business Hours and Schedules

Day/Night Schedule	Yes	Yes
Operator Can Force Day/Night Schedule	Yes	Yes
Routable Schedules	Yes	Yes
Schedules for Each DID	Yes	Yes



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