NETWORK INTELLIGENCE

SIPCONTACT

Network Intelligence has added *SIPCONTACT* to the family of *SIPSUITE* services.

The *SIPCONTACT* Center Solution meets all the demands of today's sophisticated call center operations. Each hosted seat delivers customized reporting, live call monitoring, agent time tracking, campaign management, immediate quality assurance grading and much more without additional fees for every added feature.

SIPCONTACT Center is a completely hosted solution, the need for expensive on-site IVR or dialing equipment is eliminated. A call center agent can sign in to the system from any broadband connection anywhere in the world and be immediately available to send or take calls. In-house agents need only a USB headphone and a networked computer to be effective and efficient. The need for a desktop handset is eliminated.

Inbound Campaigns

- o Live call monitoring
- o Fully customizable IVR trees for inbound routing
- o Campaign management tools and reporting
- o Easy transfer to supervisor or alternate department
- o Immediate QA grading based on customized evaluation forms
- o Call recording immediately accessible for QA or trouble resolution
- o Competitive Toll-free rates

Outbound Campaigns

- o Self-serve campaign management
- o Load call lists directly to system
- o Connect answered calls to live agent or play audio message
- o Interactive prompts from recipient guides call as required
  - ▪ Example: Press 2 to be connected now
- o Call recording
- o Competitive Long Distance rates

Reporting

- o A complete list of standard reports is available in real time
- o Customized reporting available for any need outside of the standard reporting
- o Call recording
- o Activity by agent
- o Call stats by call disposition

Call results, by outcomes

Call outcome	Type	Total	Taken	Lost	%
Hung Up	Contact	1410	1409	1	2.4%
Call Picked Up	Contact	45928	45928	0	79.2%
No Disposition Selected	Known	102	7	95	0.2%
Call Back	Known	303	302	1	0.5%
Answering Machine	Known	6834	6831	3	11.8%
Busy	Known	11	11	0	0.0%
Disconnected Number	Known	141	139	2	0.2%
Call Dropped	Known	1671	0	1671	2.9%
cxtest	Unknown	10	10	0	0.0%
Initial Refusal	Qualif.	240	240	0	0.4%
Do Not Call Anymore	Qualif.	110	110	0	0.2%
Survey Complete No Email Address	Qualif.	1209	1209	0	2.1%
No Email Address Available	Qualif.	10	10	0	0.0%
Survey Complete, Email Address	Qualif.	44	44	0	0.1%

▶ Export as...

Agents on queue
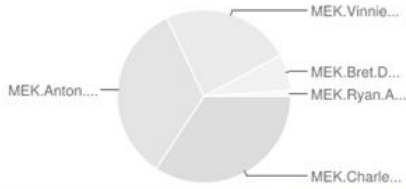
Agent	N. Calls	...		Total call time	Average call time
MEK.Bret.Dubbins.En.CS	301	6.8%		19:21:12	3:51
MEK.Vinnie.Malvaez.Bi.CS	1071	24.1%		55:10:39	3:05
MEK.Anton.Tilgren.En.CS	1497	33.7%		51:20:11	2:03
MEK.Ryan.Arnold.En.CS	60	1.3%		3:25:13	3:25
MEK.Charles.LaFerrera.En.CS	1519	34.2%		53:03:03	2:05

▶ Export as...

Service level agreement
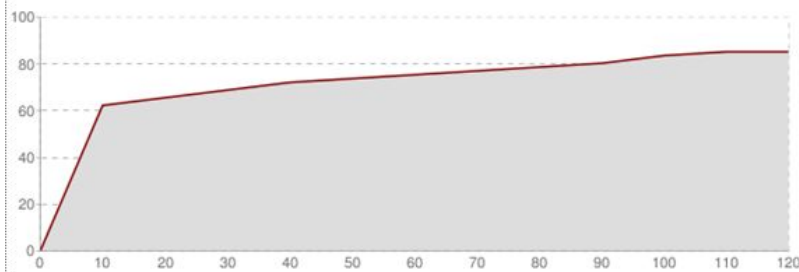
Answer	N. Calls	Delta	...	
Within 10 seconds:	2831		63.6%	
Within 20 seconds:	2892	+ 61	65.0%	

Benefits

- Fully hosted solution
  - Flexibility
  - Universally Accessible
- Lower Overall Cost of Ownership
  - Cost per seat goes down as you grow
  - Scalable to thousands of agents
- Ease of Integration
  - Works with you existing workstations
  - Application integration
- Comprehensive Features