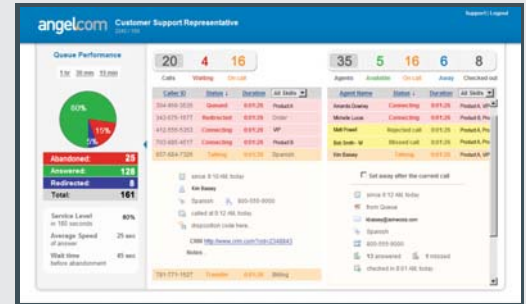


PHONE-ENABLE AND AUTOMATE YOUR SUPPORT PROCESS

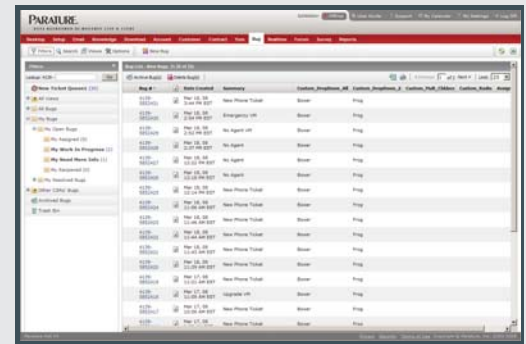
Take the automation and efficiency of your Parature application to the next level of power and efficiency: phone-enable your support process. Angel.com provides **seamless phone integration with your Parature support tool** to extend the use of your application to the telephone. Angel.com is a fully-hosted, on-demand solution requiring no hardware or software to get started.

With phone-enabled Parature solutions by Angel.com, you can:

- **Increase productivity of your support center.** Your phone-enabled application makes it easy to automatically **verify the customer SLA**, identify incoming caller needs, and transfer to a live agent if appropriate.
- **Improve the customer experience.** Customers can proactively manage their accounts by **opening new tickets over the phone without the need for an agent** – quickly and effectively. Ideal for after-hours or periods of increased call volumes.
- **Enhance data management** through **instant transcription** of customer messages and **automated logging** of new phone tickets.
- **Easily deploy and manage a complete solution.** Angel.com's hosted Site Builder toolkit combines full IVR and ACD functionality and lets you **manage your solution in real-time**, end-to-end, from a simple Internet connection.



The Supervisor Call Queue Monitor gives you a real-time, at-a-glance view of your queue(s) including agent usage and availability, queue performance and more from a simple, web-based interface.



Within your Parature account, access a real-time log of all new phone tickets, including caller ID, customer name, date and time stamp, and fully-transcribed information collected in the front-end IVR portion of the call.

HOW IT WORKS

