



KEY FEATURES

Highest Level of Security

- Angel's Service offers the highest level of security with Level 1 PCI compliance, SaaS 70 compliance and dispersed redundant data centers.

Put the Caller First

- Angel Caller First design employs a system of best practices to ensure a customized and productive experience for the caller.

Analytics & Reporting

- Powered by MicroStrategy, Business Intelligence gives you detailed reporting of application performance, call data, Voice User Interface, and more.

Easy Integration with your Enterprise Data Systems

- Complete, seamless integration with your backend databases or CRM systems provides unlimited opportunities to enhance customer relationships.

ANGEL FOR RETAIL

Technology has changed the way the world communicates, gets its news, even how it shops. The demand for 24/7 access to information has set the bar high for today's retailers to meet shopper expectations and differentiate their offerings. The goal is to provide high-quality service across every point-of-contact with the customer while at the same time manage costs.

Retail IVR and Call Center Solutions from Angel

Angel extends the in-store customer service experience to the telephone. The fully hosted Angel IVR and call center applications provide a cost-effective, efficient platform for retailers to optimize the customer experience as well as manage costs, increase productivity, and even generate new revenue.

Leveraging the Angel on-demand application, retailers can quickly and easily deploy a complete voice solution. The flexible, scalable Angel solution is equipped to meet changing business requirements at a moment's notice, from busy holiday demands to complex call routing needs. Full integration capabilities ensure seamless access to customer account information or to existing payment systems.

Convenient, Quick Access to Information

Angel IVR solutions enable customers to gather information or complete simple transactions in a time and place that is convenient to them. The intelligent voice solution facilitates dynamic interaction with the caller, empowering customers to resolve inquiries quickly and easily.

STORE LOCATOR

Help customers find the store closest to them, increasing in-store traffic and revenues. Search by more than 120 different ways, including zip code or area code, to find the location nearest them.

VIRTUAL CALL CENTER

When calls require an agent, the Angel Virtual Call Center insures you effectively and seamlessly route callers from an IVR to an available customer service rep.



We determined that our ideal solution would be easy and fast to implement, offer plenty of flexibility for changing content and increasing call volume. We found that Angel offered all of those features and at a price point that met our needs.

- Louann Seguin Customer Satisfaction Manager National Vision

PROMOTION HOTLINE

Provide targeted, customized promotional messages to your callers, enhancing the sales process.

HR APPLICATIONS

Provide direct access for your employees to benefits information including the ability to enroll over the phone. Ease the burden of screening job applicants with a phone-based application survey.

Secure Transactions and Data Management

Processing transactions has also never been easier – or more secure. Angel integrates with customer databases and payment systems, enabling you to accept credit card information, provide information on product features, and more – without the need for a live customer service representative.

PAYMENT LINE

Give customers the option to make a payment over the phone, easily and securely, anytime that is convenient to them.

PRODUCT LINE

Allow customers to find, order, and get the status on products at any time, simplifying and expediting the purchase process.

GIFT CARD MANAGEMENT

Provide your customers access to individual gift card information. The Angel solution can help check balances, add value, or buy new cards without requiring a live agent.

Complete Data Capture and Analysis

Simple touch-tone or voice-enabled responses allow you to gather more, and better data to help you enhance your market research, customer satisfaction or employee feedback effort.

CUSTOMER SATISFACTION SURVEY

Whether you are conducting an outbound survey or gathering information from those that call you, the telephone provides a quick, reliable and convenient method to maximize your response rate.

EMPLOYEE NOTIFICATIONS

Alert, notify and inform employees on store closings, hour adjustments, benefits information, and more.

STORE REPORTING

Give employees easy access to report information on inventory, receipts or other reporting requirements.

ABOUT ANGEL

Angel is a leading provider of on-demand contact center voice automation solutions. The Angel solution delivers value to organizations of all sizes to more productively and efficiently address business problems through the power of voice technology. As a fully hosted solution, no investment in hardware, software, or human resources is required, delivering immediate ROI and easing and simplifying deployment of voice applications that meet unique business needs. Angel is the only provider to offer a web-based toolkit, Site Builder, that facilitates voice menu design through a simple Internet connection and our innovative technology enables complete integration with databases or CRM tools, enhanced scalability and flexible applications. For more information, visit <http://www.angel.com>.

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