

“Angel’s Virtual Call Center solution has helped us reduce our call abandonment rate by 67% and increase our average speed of answer by 44%”

*Gary Janos, Dir. of Technical Support,
Borland Software Company*



KEY BENEFITS

Quickly and easily respond to changing business and customer needs

- The flexible Angel application lets you proactively update and implement your call center in real-time.

Reduce upfront and ongoing costs

- Typically associated with on-premise solutions. As a fully hosted solution, no investment in hardware, software, or human resources is needed, helping you realize immediate ROI.

Deploy your application quickly and easily.

- The web-based Site Builder interface eases application design, enabling you to simplify deployment and focus on more strategic and higher value activities.

SOPHISTICATED CALL HANDLING AND IVR MEET SIMPLE DEPLOYMENT AND MANAGEMENT

Virtual Call Center

Is your call center delivering the quality service your customers expect? Are your costs in line with what your CFO expects? Are you constantly working to balance providing high quality service with managing costs?

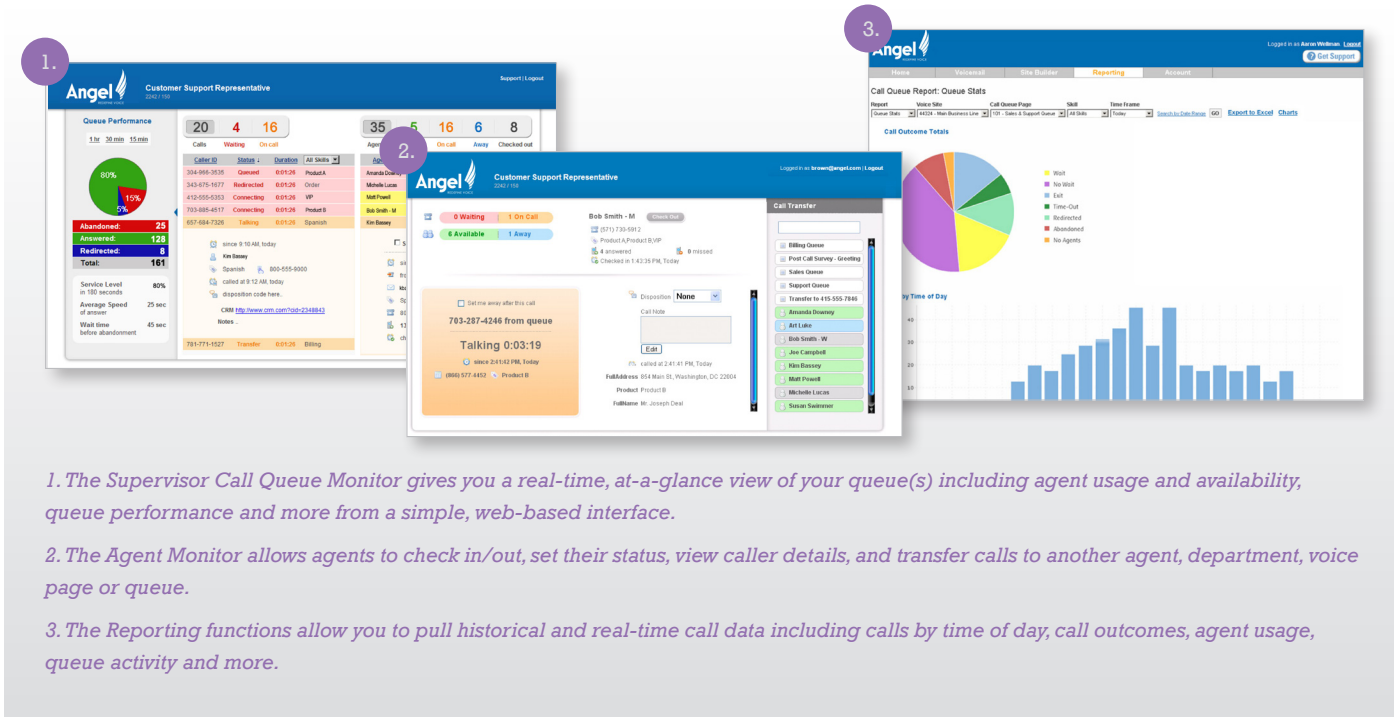
With Angel, you don't have to choose between quality and cost. Angel replaces complex and disparate telephony applications with a simple and comprehensive business voice solution delivered through a state-of-the-art on-demand, Software as a Service (SaaS) platform. The result? A flexible and efficient call center solution that lets you create a world-class customer experience while at the same time reducing costs and maximizing ROI for you and your business.

Solution Overview

Combining industry-leading IVR and speech technology with the power of automatic call distribution (ACD) in one solution, the Angel Virtual Call Center provides a full-featured call center solution. By delivering these capabilities on-demand, Angel dramatically reduces the investment and time required to set up and manage infrastructure. And, only Angel provides for the creation, integration and deployment of business voice applications by offering real-time application management through an easy-to-use and accessible web interface, Site Builder.

FLEXIBILITY AND CONTROL

Whether you are an agent, a supervisor, a business manager, or other stakeholder, Angel helps you manage your call center better, faster and easier than ever before. The Agent Monitor empowers agents with a 360 degree view of call activity and enables them to manage their own status, such as setting away messages. The Supervisor Monitor provides complete and up-to-the-minute insight into call center metrics to manage call center activity as it's happening. Administration through Site Builder provides account level control on routing calls, running reports and more.



1. 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.
2. The Agent Monitor allows agents to check in/out, set their status, view caller details, and transfer calls to another agent, department, voice page or queue.
3. The Reporting functions allow you to pull historical and real-time call data including calls by time of day, call outcomes, agent usage, queue activity and more.

PERSONALIZED CALL CENTER EXPERIENCE

Smart IVR and advanced ACD functionality combine to create your desired mix of automation and call routing. Advanced IVR and queuing capabilities quickly and seamlessly connect your callers to your agents with Angel call handling features. Automated call routing allows you to assign calls to agents based on availability, skill, or other factors to insure calls are handled quickly and effectively.

FULL INTEGRATION

Angel's open platform enables full integration with customer and web- service applications, facilitating data-rich interactions that personalize the call experience and provide the intelligence to make decisions. Database and CRM integration enables the retrieval and interaction of caller data to facilitate the call process, as well as capture information you request.

COMPLETE MONITORING AND REPORTING

Track activity in real-time and build customized reports with charts and graphs to meet the needs of your business. Monitor agent activity and call activity – as it's happening with granular-level

detail on your call center activities. Analyze call disposition, skills, dialed number, outcome or agent to gain insight into marketing campaigns, agent performance, staffing and more. Agent and Queue Stat Reports help you track call center metrics, such as service levels, wait times and calls answered/rejected. Quickly set up your application to record calls for archiving or training purposes. Export data to Excel™ to further analyze and share your results.

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>.

WWW.ANGEL.COM

MAILING ADDRESS

1850 Towers Crescent Plaza
Tysons Corner, VA 22182

CONTACT NUMBERS

Direct: 1.888.MyAngel (692.6435)
Fax: 703.997.0314