

### 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.com, you don't have to choose between quality and cost. Angel.com 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.com Virtual Call Center provides a full-featured call center solution. By delivering these capabilities on-demand, Angel.com dramatically reduces the investment and time required to set up and manage infrastructure. And, only Angel.com 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.com helps you manage your call center better, faster and easier than ever before. The Agent Monitor empower 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.

#### 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.com 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.



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### WITH ANGEL.COM VIRTUAL CALL CENTER SOLUTIONS, YOU WILL:

- **Quickly and easily respond to changing business and customer needs.** The flexible Angel.com 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.
- **Deliver a complete call center solution.** As the only provider that incorporates IVR and ACD in one solution, Angel.com provides a consistent and personalized experience, making it easy to develop the solution that is right for you.

## Full integration

Angel.com'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.

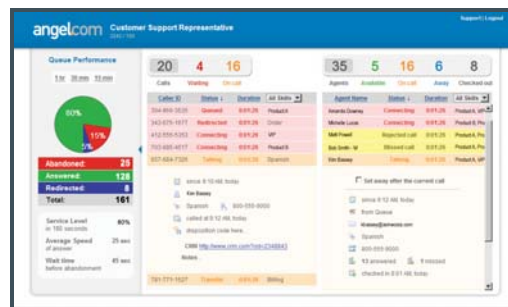
**"Angel.com's Virtual Call Center solution has helped us reduce our call abandonment rate by 67% and increase our average speed of answer by 44%"**

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

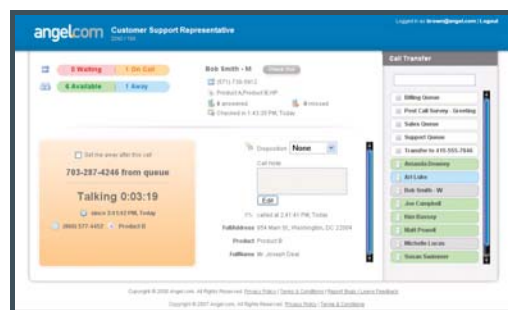
## PART OF THE ANGEL.COM SOLUTIONS SUITE

Angel.com is a leading provider of on-demand call center and Interactive Voice Response (IVR) solutions. The Angel.com 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.com is the only provider to offer a web-based toolkit, Site Builder, that facilitates voice application design through a simple Internet connection. And our innovative technology enables complete integration with databases or CRM tools, enhanced scalability, and application flexibility. For more information, visit <http://www.angel.com>

## HOW IT WORKS:



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.



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.



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.