

SITE BUILDER

Think building and managing an IVR or call center solution is difficult and complex? Think again; think Angel.com Site Builder.

Site Builder is the first and only point-and-click voice application creation tool that helps organizations of all kinds to build, deploy and manage customized voice solutions. Using Site Builder, you can easily create a voice application that meets your business needs in a matter of days not weeks, without Voice XML coding expertise.



SOLUTION OVERVIEW

Based on the hosted Angel.com platform, the Site Builder toolkit reduces the time, expense, and complexity typically associated with implementing and maintaining traditional voice applications. The simple web-based application simplifies voice site creation and makes it easy for changes to be made and implemented at any time. As an integrated and value-added part of the Angel.com solution, Site Builder lets you take control of your customer experience.

CREATING A COMPLETE CALL EXPERIENCE: USING SITE BUILDER

Using intuitive menu options, choose among a number of Voice Pages to build and direct your call flow. Each page represents a new action in call flow and gives you feature-rich options to enhance your call design. Simply point and click!

Advanced IVR, Call Handling and Routing

Greeting Page. Record your greeting based on your preferences via text-to-speech, a personalized audio file, or a recorded voice of your choice.

Call Transfer Page. Seamlessly transfer a call to a voicemail, live agent or other contact.

Voicemail Page. Record messages from your callers or set alerts to your email, pager, or cell phone.

Schedule Page. Preset your call handling instructions based on time-of-day or day-of-week.

Call Queue Page. Create a virtual ACD, call queue or route to live agents based on a number of criteria, including round robin and skills-based routing.

WITH ANGEL.COM SITE BUILDER, YOU WILL:

- **Build a world-class voice application.** Using the easy-to-use SiteBuilder interface, you can easily design a solution that's right for your business needs- no coding expertise required.
- **Deploy your application in days, not weeks.** The Angel.com hosted infrastructure eliminates the need for set-up and installation of hardware and software, insuring your application is up-and-running quickly.
- **Manage the complete call experience.** Site Builder enables you to build a feature-rich application to address even the most complex call issues, directly from your desktop.
- **Adjust to changing business or customer needs-** all at the click of the mouse. As an on-demand application, Angel.com give you the power to make changes on the fly.
- **Measure your efforts** to improve the caller experience and drive customer satisfaction- in real-time.

Data Collection and Management

Question Page. The Question Page lets you capture and store responses from your callers, from credit card information, to survey responses, to simple 'yes' or 'no' answers.

Name Capture, Address Capture and Reverse Phone Lookup. Identify your callers and verify identity without the need for an agent.

Data Page. Input your data- such as a batch update of order numbers- or retrieve information to facilitate the call.

Logic Page. Direct callers to specific places in the call flow based on their answers to specific questions.

Transaction Page. Provides seamless integration with your database and use that information as part of the call.

Reporting

Reporting page. Centralized access to all data and information to help you track and analyze your calls, giving you the tools to deliver high quality customer service.

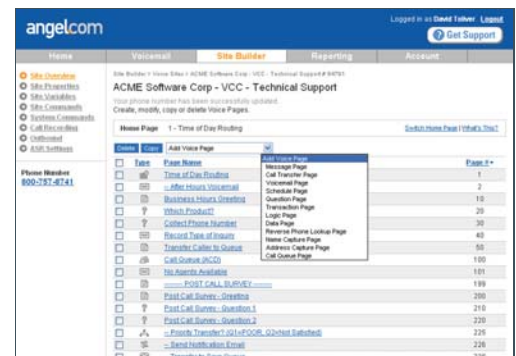
Call Queue Report. Provides real-time statistics about how a queue handled incoming calls.

Call Queue Monitoring. Launches a console to monitor and control call queue activity.

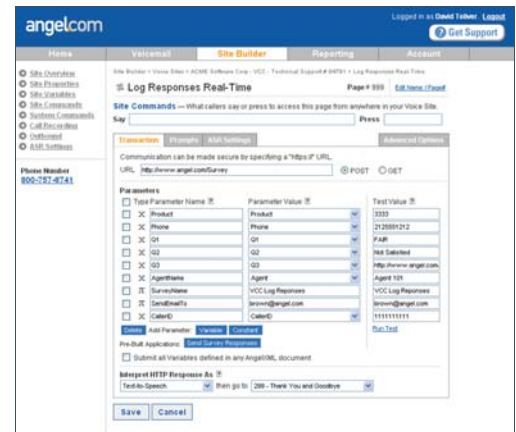
Call Analyzer allows you to record your calls then search the recordings based on your preferred parameters.

Voice Page Hits Report. Tracks the most popular Voice Pages in a Voice Site.

HOW IT WORKS:



Angel.com's Site Builder toolkit makes it easy to build, deploy and manage a complete voice application – right from your desktop.



Site Builder's Transaction page enables easy integration with your data to customize the call experience.

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 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>