

## supportbyfone



### 3 EASY WAYS TO GET STARTED

**View our demo on the Appexchange**  
Take the product tour, learn about our solutions, and find out about our company.

**Contact us to schedule a demo**  
Call us at 877-SFBYFONE (732-9366) and just say, "SupportByFone", visit SupportByFone.com or email us at salesforce@angel.com.

**Start a free 30-day trial**  
Click on the "get it now" button on the Appexchange website to enable your free trial.

### SUPPORTBYFONE BY ANGEL.COM

SupportByFone by Angel.com is a fully hosted, speech-enabled IVR/ACD solution that brings the power of salesforce.com's Service and Support offering to the telephone. With SupportByFone, callers are no longer forced to wait on hold to report or check on a case. Callers are connected to SupportByFone where they can check the status of a case, open a new case, update a case description or transfer to a live agent.

SupportByFone personalizes the interaction with callers by taking into account their previous case activities. Callers who just opened a case, for instance, are presented with the status of that case upfront and given the option to re-open, or update that case.

SupportByFone is built with Angel.com's Site Builder toolkit, which enables users to build and manage the call flow right from a salesforce.com account. SupportByFone includes **call-queueing**, **call-whispering**, **call-recording** and a **post-call customer satisfaction survey**.

### SUPPORTBYFONE FEATURES



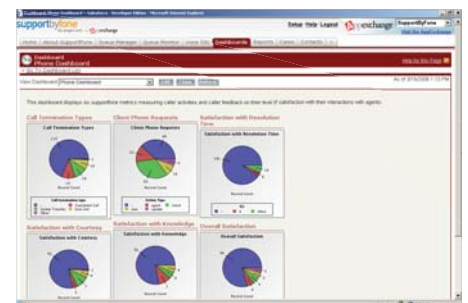
Instant access to your call queue monitor to see live call load and agent availability.

### BENEFITS OF SUPPORTBYFONE

**On-demand access:** Complete access through the web to your entire voice application, which allows you to set up, edit and maintain your system at no cost.

**Customizable:** Turn on/off system functionality through the web and phone, and implement a post-call satisfaction survey.

**Real-time reporting:** Shows a log of updated info in your salesforce.com account detailing caller action requests and call termination types.



The Dashboard gives you a graphic view of caller action requests, call termination types, survey results and case details.