



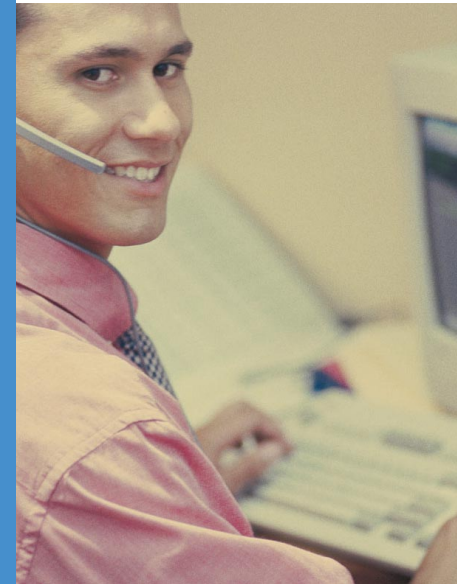
Composit™

**Next-Generation
Contact Center Solution**



Premier customer service every time

In today's competitive marketplace, customer loyalty can be won or lost by the level of service they receive. By providing personalized, consistent customer service, you can gain the confidence of your customers and ensure their commitment and continued business.



Deliver exceptional customer service through integrated contact center,

World-class customer interactions

Good customer service requires more than just CRM software. Composit is an innovative Customer Interaction Management (CIM) solution that transforms your contact center into a world-class, customer-centric hub. Composit delivers an exceptional customer experience by seamlessly integrating traditional contact center technologies with CRM information and Internet communications.

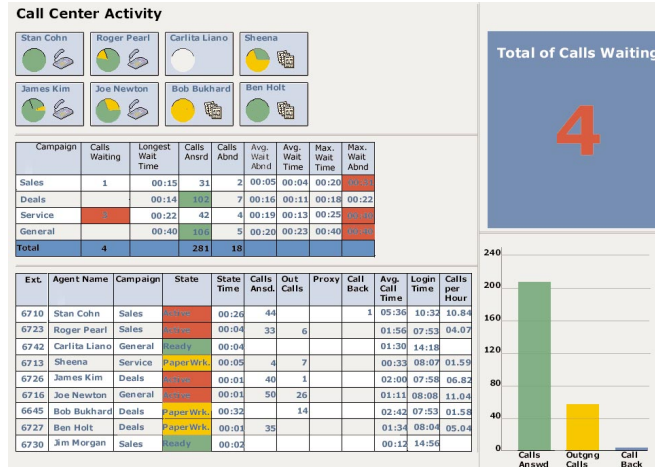
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Composit offers all these services and more on a single platform:

- Interactive Voice Response
- Skills-based routing
- CRM integration
- Call blending
- Fax and email management
- Universal queuing of inbound and outbound voice, email, faxes and web requests
- Agent re-route: Calls sent to lasat agent handling case
- Agents can be located anywhere with a LAN connection to Composit server
- Simple recording of messages from standard telephones
- Text to Speech support with ODBC and SQL databases
- Design, change and implement campaigns without service interruption
- Call Proxy: callers can leave voice message, return telephone number and hang up. Request stays in queue without tying up resources.

The focus is on service

Real-time information allows contact center supervisors to make smart decisions. With access to up-to-the minute information via real-time reporting, remote and local monitoring and interaction recording, they can be more responsive in dealing with contact center activity and resources. Additionally, Composit offers easy-to-use intuitive tools so supervisors, administrators and customer representatives focus on interaction management, responsiveness and consistent service levels — not technology.



CRM and Internet technologies

Business benefits that impact the bottom line

In the traditional contact center, technology controlled your business. With Composit, now you take control of impacting your company's bottom line:

Meet business goals. Configure contact center processes based on existing business rules to enable efficient and effective operations.

Increase customer loyalty through exceptional customer service. Immediately identify your customers, routing them to the best-suited customer representative and offering them services that meet their profile — that's service.

Generate higher revenues. Implement competitive upselling and cross-selling campaigns to increase sales opportunities among existing and potential customers. Composit helps by providing personalization, call blending and faster response rates.

Decrease total costs. Eliminate the need for costly multi-vendor integration or replacement products with the flexible, comprehensive Composit solution.

Accelerate ROI. Reduce time-to-market with Composit's quick deployment capability — typically within weeks.

With Composit, companies can:

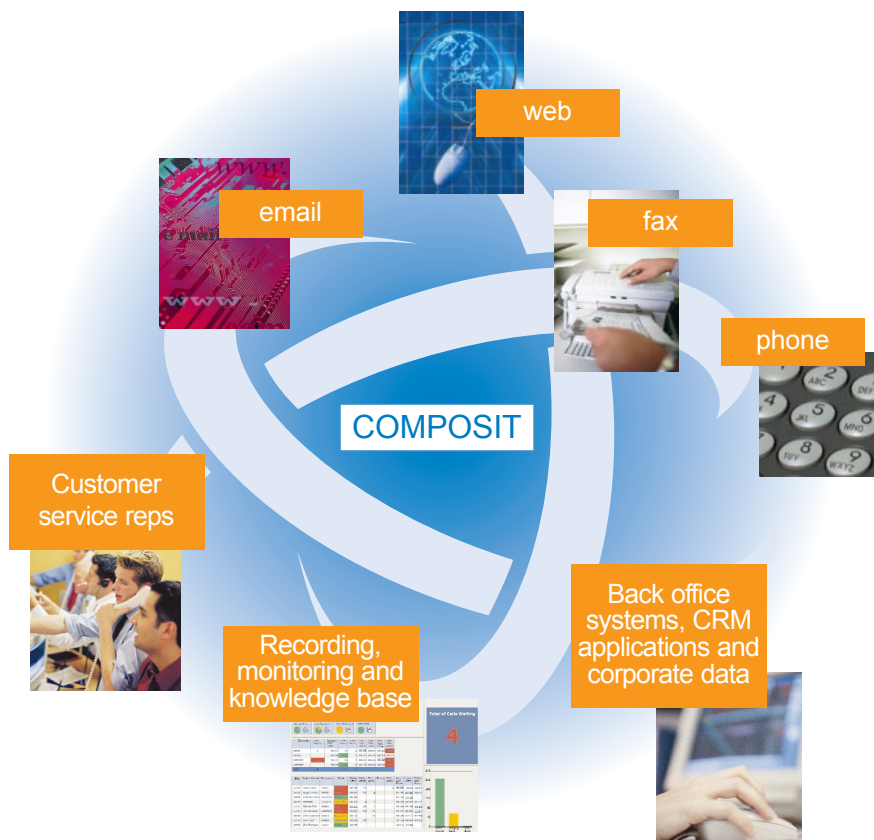
- Deliver exceptional customer service
- Maintain a controlled contact center environment
- Streamline service processes
- Contain set up and operational costs

Composit Next-Generation Contact Center Solution

The right architecture for your business

Composit's unique underlying architecture is open by design. It allows you to turn third-party and homegrown applications, as well as contact center services, into standard, reusable Composit components used to build business processes. This eliminates the need for expensive multi-vendor integrations, while preserving investments in existing systems. Additionally, because Composit easily integrates back-office legacy applications, CRMs and corporate data, you can manage the customer experience with consistency and personalization.

COMPOSIT
ContactCenter



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