

“ You have a contact center with substantial investment in your current infrastructure. You have a substantial investment in your current CRM system. You may even have your telephony reporting tool”

## Now You Want More

- Is your organization growing and you need to improve the quality of the service you are giving to your customers, but at the same time, your management is asking for productivity performance?
- Do you want the benefits of a scripting tool that will allow your business users to make changes on the fly and unify the agent desktop in a single application?
- Do you need a best-in-breed dialer, that not only will offer your agents more contacts per hour, but will also achieve a better list penetration and conversion rate?
- Would you like to add self-service capabilities to your contact center, allowing your customers to interact with an Interactive Voice Response system with Speech Recognition and Text-to-Speech?
- Do you want to add voice channel, email, chat, SMS, Fax, co-browsing and Social Media?
- Do you have seasonal needs?
- Do you want it all?

CirriusImpact offers field-tested hosted solutions for the Presence Technology Suite with proven benefits.

- No software to buy
- No additional IT resources needed
- No upgrade headaches
- No unbudgeted and costly ramp-up time
- Use all the existing telephony infrastructure
- Options to bring the selected technology on-prem



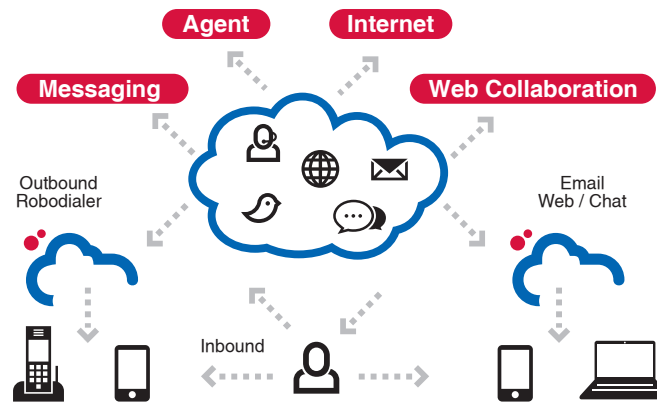
With hosted solutions, companies immediately realize significant CAPEX and OPEX savings.

Hybrid multi-channel Communications solution:  
The solution for the Fortune 500 Call Center that is affordable for everyone.

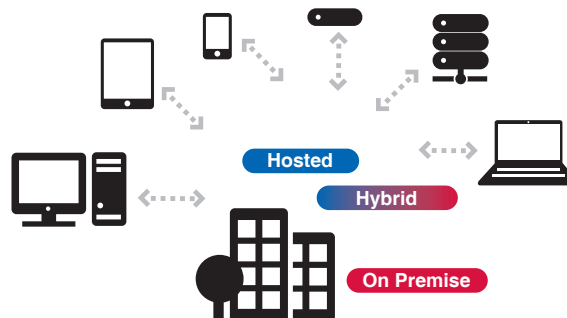
## CirriusImpact

- Supports multi-channel Communications with Presence Solutions (Phone, IVR, Fax, Chat, Mail, Web Collaboration)
- Includes Intent-based Capture with NICE Systems solutions (QM, IA, and Workforce Management Solutions)
- Offers Flexible, Customized Implementation: Hosted (Cloud), On Premise, or Hybrid
- Able to Implement Either as End-to-end, Upgrade, or Add-on Solutions

## Multi-Channel Communications



## Implementing Solutions with Flexibility!



[CirriusImpact.com](http://CirriusImpact.com)

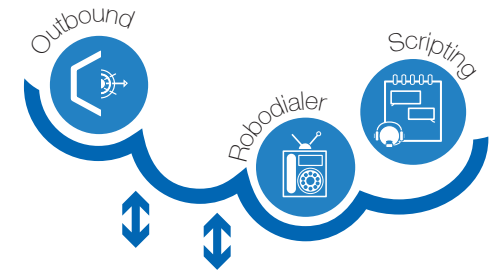
CirriusImpact  
105 Newfield Avenue Suite K  
Edison, NJ 08837 USA  
866.411.0123

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Leading the way in hybrid contact center solutions!

Adding Hosted Solutions to Your Existing Infrastructure



Hosted Contact Center Solutions

CirriusImpact is a CGS offering powered by NICE® Systems and Presence Technology

## Contact Center Solutions that Increase Customer Satisfaction & Optimize Agent Productivity

Technology is constantly changing how businesses work and interact together. Keeping up with the demands of ever-changing technology reduces key time spent with clients, and generates revenue.

CirriusImpact leads the way in hybrid contact center solutions. With hosted solutions, upgrading your call center is no longer prohibitively expensive.

Contact centers of any size can reap the benefits of enterprise-class functionality. Your contact center can leverage its existing infrastructure while still upgrading with cost-effective Hosted (Cloud), On Premise, or Hybrid solutions.

The CirriusImpact solution has your business in mind. Our platform was built using infrastructure that adapts to the unique needs of your business. This easy adaption model allows the technology to seamlessly work with your existing systems with minimal training – enabling your team to focus on driving business results.

The CirriusImpact solution can be configured just like solutions residing directly in your office. This allows your staff to maintain a higher level of security for the solution, while providing dedicated resources and the total reliability you have come to expect.

If you have your own staff, your team can choose to manage the platform or you can simply choose to have our dedicated team work as an extension of your professionals. If you do not have a team in-house, the CirriusImpact staff can help.

CirriusImpact Contact Center easily adapts to your operational, technological, functional and business requirements. It's like a virtual IT department at your fingertips, but less expensive, more dynamic and without the complexities of an in-house infrastructure.

Call today to schedule a demo. 866-411-0123



## OUTBOUND

### Automatic Dialing Modes

- Click-to-Call
- Automatic Callback
- Preview
- Progressive/Power
- Predictive: by time, application, or automatic

### High-performance and accurate call classifier Campaign Management

- Loading and Records Management
- Contact Capture and reprogramming
- Dialing rules which may be easily adapted
- Customized Resolution codes

### Complete historical call and contact information, including agent notes

### Meets industry-required standards

(Time Zones, Multiple Robinson Lists, Robust Security, Access Record, Encrypting...)

## ROBODIALER

- Auto-detection dialer engine
- Loading Management / Automated Lists
- Recordings Auto-Disable
- Predictive Dialer software systems

## MULTICHANNEL CONTACT MANAGEMENT

- Client interaction through E-mail, Fax and SMS
- Client interaction through Chat and Web Callback
- Multilingual spell-checker
- Full queue and message management
- Blending with any other channel or service
- Historical and real-time reports

## IVR

- Sophisticated interactive strategy design and routing functions including voice recognition and voice synthesis
- Powerful designer tool to create and evaluate different strategies
- Multi language Voice recognition support
- Speaker-independent speech recognition
- Predefined speech grammar recognition, adjustable through XML and ABNF standards
- Real-time voice synthesis
- Multiple participants used for voice synthesis

## SCRIPTING

- Allows for the creation of customized applications completely integrated at the CTI level, without the need for programming knowledge
- Imbibes logic and management flow of the contact for each one of the services
- Shows and collects information, validating that the data is correct, through an extensive object list in order to simplify the verification: credit card, phone number, etc.
- Offers a great variety of options enabling integration with other applications and the functional expansion of the product

