



**A world-class
contact center,
in your reach.**



The call center industry is experiencing a revolution of late, thanks to the introduction of sophisticated contact handling and management applications. Operations with the capital and infrastructure to implement these technologies are able to expand and gain market share, while those that can't are forced to settle for smaller customers, tighter budgets, and lower profits.

Today, inContact from OneStream Networks is leveling the playing field.

InContact is a suite of advanced contact center applications that reside within the OneStream Networks Intelligent IP Network. It's designed to significantly enhance caller satisfaction, boost agent productivity, and improve overall profitability. Features include interactive voice response (IVR), skills-based ACD routing, computer/telephony integration (CTI), inbound/outbound call blending, remote agent or multi-site support, and more.

What's more, inContact puts system control where it belongs: with the customer. While most solutions offer an environment where IVR is just a recording or menu of actions, inContact, by comparison, can be programmed so that the IVR looks to see if the business is open or closed. If closed, the system will ask the customer to leave a message, then will forward that message via email to a queue, so the next day the first agent can respond. No other vendor offers such a simple drag-and-drop user interface for creating sophisticated flow processes. And because inContact is an on-demand network-based application suite, it offers a number of advantages over traditional, on-site PBX solutions:

- **No capital hardware/software expenditures**
- **No annual maintenance or upgrade costs**
- **No integration fees for new functionality**
- **Low-risk commitment**
- **Pay as you go: billed by-the-month**

The inContact suite of pre-integrated contact center applications, combined with inControl, our rapid application development tool for creating call handling and contact flows, adapts to your business needs. Not the other way around.

The Product

inContact | Contact Handling Suite

The core product pre-integrates contact handling functions, such as IVR, ACD, skills-based routing, call blending, and others. A universal queue manages all media, including voice, email, fax and web chat. All contact center agents, whether working from home or office, will receive the next contact in queue based on availability, skills and contact priority. Administrative functions, such as adds, moves and changes associated with agent setup, are also included in the core product.

inTouch | Reporting Tool

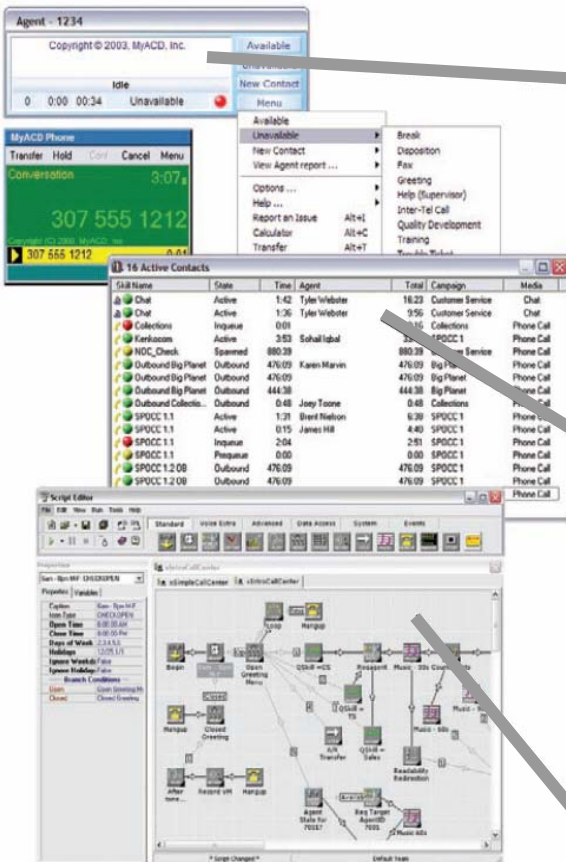
Good management requires good information – real-time and historical. The key difference between inContact and low end systems is the ability to help you visualize the information that improves productivity. Unlike systems that are linked to the geography of the PBX, inContact provides a single management view for multiple sites, at-home agents and on-site agents. Not only does inContact provide views into the call activity, but it can track and report on all activity—calls, chat, emails and fax—from the very same tool.

inControl | Development Tool

This feature-rich, rapid application development tool has a graphical, drag-and-drop user interface for building custom contact handling flows. The interface is intuitive, easy to use, and enables the creation of applications customized to the organization. With inControl, one interface is all it takes to build applications for all media types.

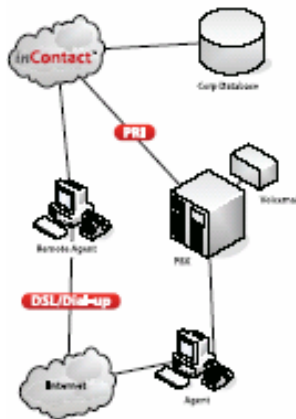
dbConnector | Database Integration

The Database Connector is a pathway between inContact and an external database, enabling secure data transfers between inContact and an external database, supporting Skills-Based Routing, self-service IVR and Screen Pops, for example.



The Solution is in the Network

As an in Network solution, the inContact application suite integrates most all of the features and functions that would normally bolt on to an on-site phone system. These applications actually reside inside the OneStream intelligent network, saving you and your company time, capital investment, and ongoing maintenance.



System Requirements

Agent Station (myAgent):

Windows-based PC, 98 or higher
Internet connection, 56k modem or better Standard (DID) telephone
10 MB (disk) when all modules (agent, phone, email and chat) are loaded

Supervisor Station (inTouch):

Windows-based PC, 98 or higher
Internet connection, 56k modem or better Standard (DID) telephone
15 MB (disk)

Developer Station (inControl):

Windows-based PC, 98 or higher
Internet connection, 56k modem or better Standard (DID) telephone
20 MB (disk)

Customer Checklist

- **Billed by-the-Month**
- **Support for Remote Workers and Multiple Locations**
- **Rapid Deployment**
- **Simple Integration**
- **Multimedia Capability**
- **Low Impact / No Charge for Upgrades**

To learn more about OneStream Networks:

- Contact your Sales Representative
- Call us at 1 800 869 0315
- Visit us at www.onestreamnetworks.com

