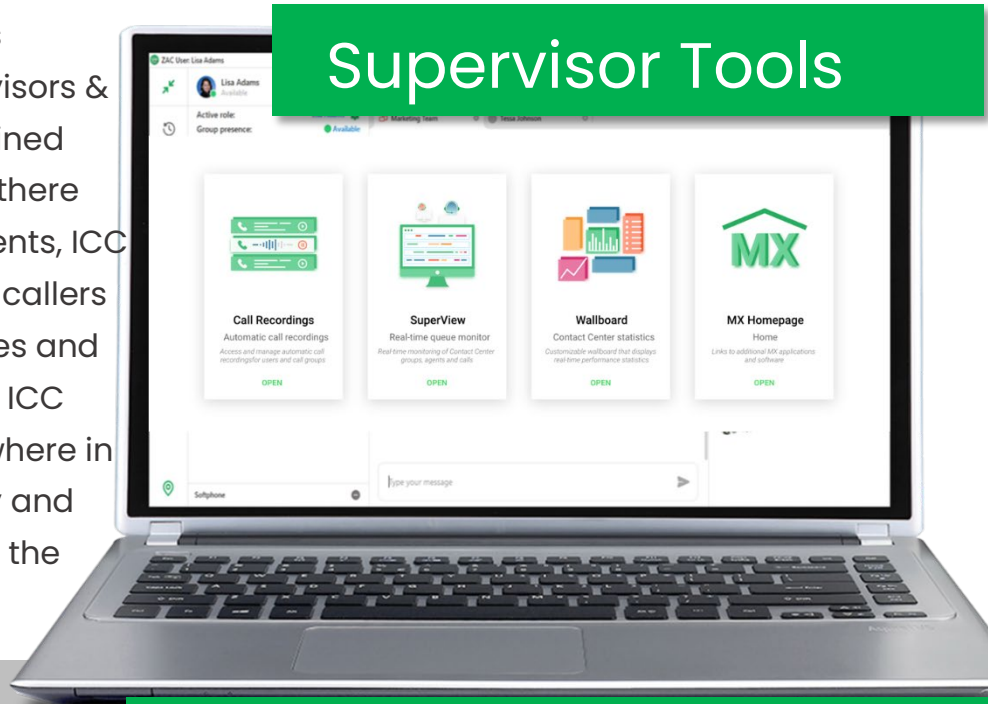


The iConnectZX™ Integrated Contact Center (ICC) intelligently processes incoming calls to a group of Supervisors & Agents based on administrator defined rules & real-time conditions. When there are more callers than available agents, ICC will either re-route callers or queue callers with customized in-queue messages and music that may be unique for each ICC group. Agents can be located anywhere in the world, allowing for true flexibility and around the clock coverage, without the need to relocate key talent.



99.999%
UPTIME

White Glove

300+ CRM Integrations

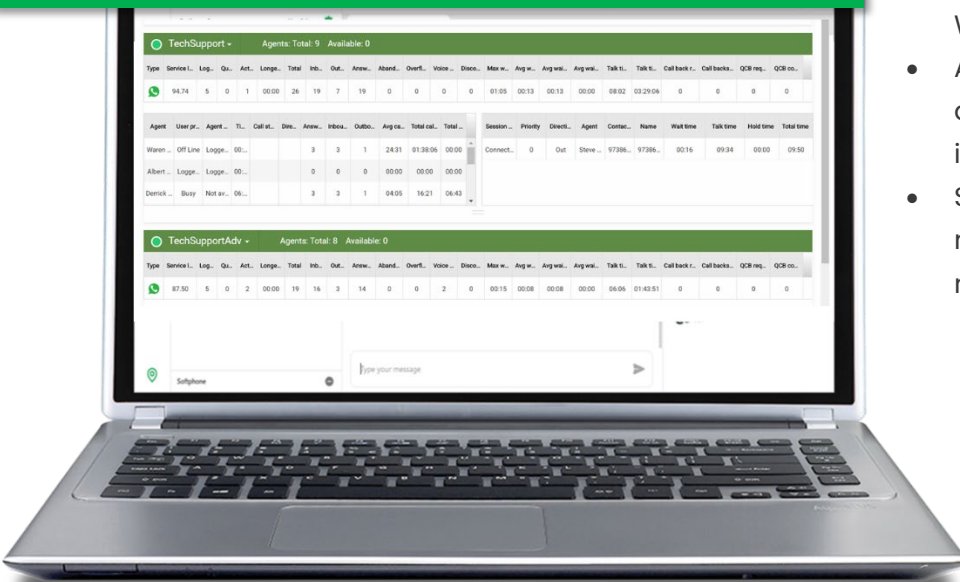
Agents can view the status of all member groups, access the call back queue, Instant Message colleagues, change their Presence and view the Presence of others. Additional capabilities that improve Contact Center efficiency and productivity include Call Recording and Call Attached Data (CAD), which lets agents attach wrap-up notes, exit codes, or other customizable data fields that may be included in scheduled customizable reports.

ICC Supervisors have access to even more features including escalating calls in the queue, assigning calls to be answered by specific Agents, real-time Agent monitoring and coaching with the ability to Whisper-thru, Barge-in & Silent Monitor active Agent calls. Superview™ provides all Supervisors with a snap-shot of real-time Contact Center statistics in a single window.

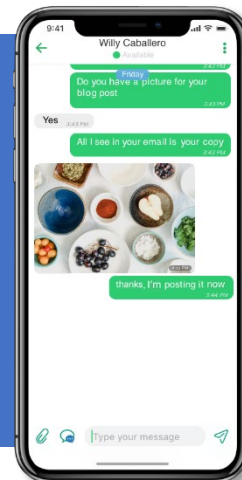
Key Features

- Call Recording – full-time and on-demand
- Call Attached Data (CAD) for customizable Agent Scripts, wrap up/exit codes, and more
- Multiple Reporting options put the power of advanced analytics in your hands
- Multimedia Queue – calls, webchats, and callback requests are queued in the order they are received
- Customizable music-on-hold & position in queue & expected wait time announcements
- Last Agent Routing option will send repeat callers to the same agent that handled their previous call
- Supervisors monitor all real-time activity in SuperView™ accessible anywhere from a web browser
- Agents and supervisors can work remotely or on-the-go and maintain the same capabilities as office-bound employees
- Supervisor can Silent Monitor, Barge-in & Whisper-thru to Agents
- Agents can receive calls on their mobile devices with the iConnectZX™ Mobile App for iPhone and Android
- Shared ICC Group Voicemail box with multiple outgoing greeting options, email notifications, and escalation facilities.

iConnectZX™ Superview



- Integrate with your CRM and EHR platforms to save time and improve customer service
- Automatic and on-demand call recording – press record at any time and capture the entire call
- Advanced Contact Center with detailed analytics



iConnectZX™ Mobile

- Push Notifications
- Pull Calls
- On-Demand Recording
- Control Caller ID
- Advanced Call Controls