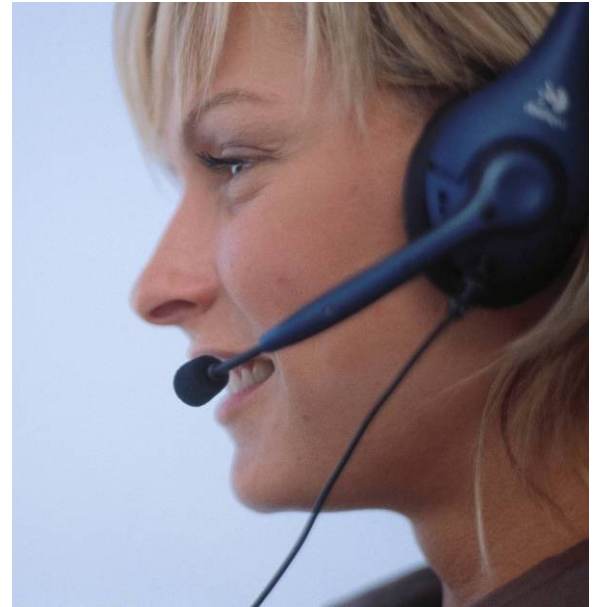


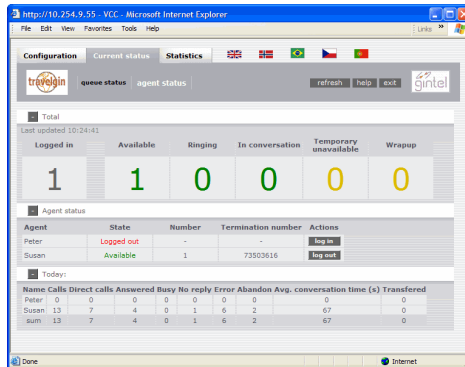
EasyVCC – Virtual Contact Center

Net-centric customer interaction solutions

EasyVCC enables operators and service providers to easily construct highly tailored solutions matching the needs and preferences of different customers. A set of user-friendly tools guides and automates the process of requirement gathering, solution design and service deployment. EasyVCC's net-centric architecture, eliminates the need for investment and maintenance of premise-based equipment and lowers the threshold for roll-out of advanced customer interaction solutions in new market segments, e.g. for small or virtual organizations. Contact center agents can operate at any location, through any telephony terminal equipment, and the solution can be deployed on all types of telephony network, PSTN, PLMN, 3G, NGN, and IMS.



The contact center agent can monitor calls and queue status and get call history and advanced statistics using the EasyVCC web user interface.

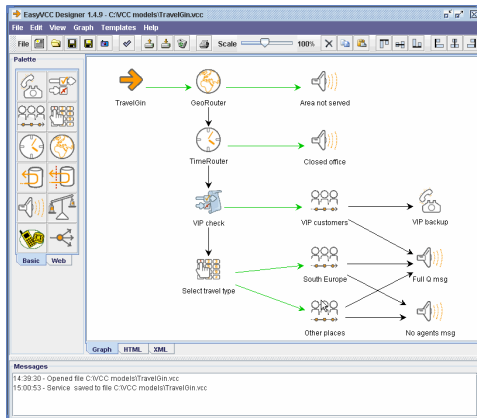


Flexible logic

EasyVCC is built using a framework for composing service packages from feature modules and offers a flexible solution for both the operator/service provider and the customers. The framework is entirely hosted by the service provider, requiring no additional hardware on customer premises, i.e. a fully net-centric solution.

Mass customization and Instant deployment

By using the EasyDesigner, the logic in the virtual contact center solution can be customized to each customer and instantly deployed on the service provider's production system. No programming is required and a set of user-friendly tools and typical scenarios addressing call flows, provisioning and charging aspects are available for solution design and service deployment.



The service provider can use EasyDesigner with drag and drop and One-click deployment to customize the contact center solutions for a individual enterprise.

Flexible self-service administration

Each contact center agent can control ongoing calls and their own status from the EasyVCC Client or from any phone. From the EasyVCC client, the agents can view queue status and statistics and share information from the embedded net-centric CRM. Administrators will be able to control status, and get statistics and status information on all agents and queues. Administrators can manage the workforce, activate and deactivate queues, termination numbers, agents and other self-service functions from a web UI.



Main Features

- Advanced skill based routing
- CLI routing
- Day/time routing
- Geographical routing
- Routing based on user interaction
- Screening mechanisms
- Alternative call flows controlled from web
- Caller interaction via DTMF and voice
- Call queuing
- Call capture
- Call transfer
- Conference
- Net-centric CRM
- Advanced self service features
- Call back and campaigns
- Web based user interfaces for agents, administrators, and service providers including monitoring and statistics features
- Optional Java client for contact center agents
- Real-time presentation of callers, queue and agent status
- Call history
- Calling line presentation
- Detailed statistics for agent, queues, call distribution, etc.
- Menu and queue message upload for customers
- Interfaces for billing and CRM integration

Benefits of Gintel EasyVCC

For customers

- Enables instant design and deployment of a system tailored to customers' requirements
- Dramatically reduces time-to-market
- No need for investment in premise based equipment
- Reduces the total cost of ownership
- Gives transparent support for distributed contact centers; supports mobile workforce and allowing agents to work from home
- Enables easy web-based customization on the fly
- Professional 24x7 surveillance and support provided by network operator/service provider
- Easy and rapid modifications and tailoring of service according to changed customer requirement, e.g. in case of emergency situations

For network operators and service providers

- Gives the ability to roll-out large number of tailored solutions by means of specialized tools for service design and deployment
- Increases subscription revenues from high value services for the SME and enterprise market
- Increases traffic revenues
- Takes back revenue from customer premise based contact center vendors
- Enables rapid market acceptance and easy integration due to pricing and outsourcing possibilities

About Gintel

Our applications, EasyVCC and EasyVPaBX, enable network operators and service providers to design and deploy high-value, advanced telecommunications solutions to their customers. Based on a common application framework for net-centric services, these enable mass customization on-the-fly – improving time to market and competitiveness.

Gintel's team has over 15 years experience in delivering carrier grade service applications.

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