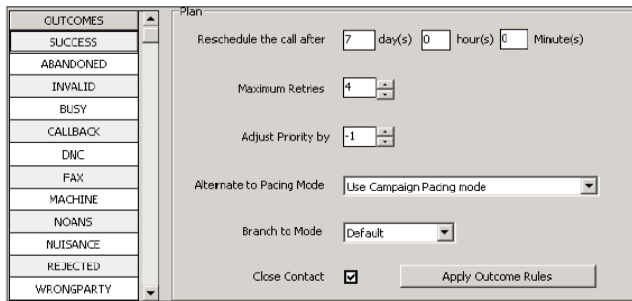


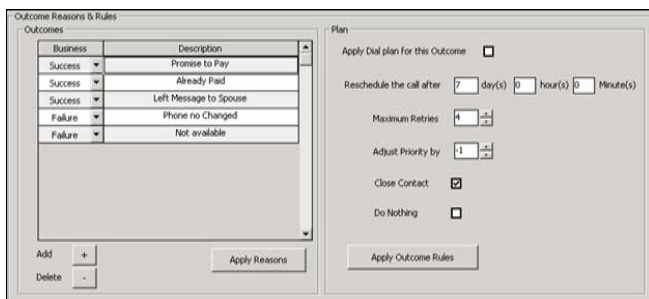
Dial plan management



- Offers automated call rescheduling using Dial Plan
- Controls rescheduling by setting the number of retries, adjust contact priority or change the dialing mode
- Enables configuring of multiple modes with different times of operation and priority for each contact

Description	Start Time	End Time	Weightage	Channel Type
Home	08:00:00	20:00:00	1	VOICE
Mobile - Voice	08:00:00	20:00:00	2	VOICE
Mobile - SMS	08:00:00	20:00:00	4	SMS
Email	08:00:00	20:00:00	5	EMAIL

- Enables setting of different dialing modes across channels (SMS, e-mail and voice) within the same campaign
- Provides flexibility in designing a Dial Plan based on business outcomes



Pacing modes

Supports a wide variety of pacing modes to choose for dialing out like

- Power
- Special power
- Preview
- Progressive ratio (with Abandon Rate control)
- Progressive IVR
- Progressive SMS
- Progressive e-mail (e-mail blaster also supported)

Scripting

Lets you customize campaigns...

- Offers powerful scripting with real-time access to data and unique business rules which allows for fine-tuning campaigns and call processing to peak efficiency levels
- Pre Call scripts provide checking of business conditions for calling a contact, while post call scripts allow executing a dynamic IVR flow
- Provides an option for SMS and e-mail scripts to be written in a customized fashion

Call analysis

- Uses Dialogic HMP for efficient Call Progress Analysis (CPA)
- Uses CPA to detect multiple outcomes (like abandoned, invalid, busy, fax, machine, and no answer)

Voice recording

- Offers inbuilt voice call recording with one of the highest compression for storage of recorded files

Do Not Call list

- Provides for a Do Not Call (DNC) List filter during contact upload
- Allows agents to mark contacts as DNC which is maintained as an internal DNC list

Time zone management

- Allows configuring of specific time zones for each contact or even use area code to determine time zone

Real time and historical reports

- Real time tabular and graphical reports help supervisors to monitor their agents and campaigns
- Historical reports enables supervisors to measure performances for agent campaigns and teams

Call Guide

- This is an agent question prompter where multiple question and answer sessions can be designed for a customized agent application
- Provides information to the agent to effectively answer customer queries

Why Call Guide?

- Availability of standard question and answers to agents reduces the percentage of human error
- Leads to drastic reduction of agent training cycles for separate business processes
- Used by agents as a knowledge base tool for solving customer queries
- Tracks customer trends through agent and customer transaction reports

BUSINESS BENEFITS

What does the solution do for you...



Maximizes yield from the records

- Increases the number of productive calls to customer
- Enhances business returns

Increases customer contact points

- Customers can be contacted across multiple channels if voice channel fails

Enhances customer experience

- Reduces call abandonment and irritation
- Customers are contacted at the right time and through the right channel

About Acqueon

Acqueon Technologies Inc specializes in developing products and solutions for the Customer Interaction Management (CIM) industry.

These products and solutions use business logic to deliver a distinctive customer experience by enabling organizations to not just interact with their customers – but relate.

Acqueon products and solutions also offer a compelling Total Cost of Ownership (TCO), which is further enhanced by rapid deployment.

Acqueon products and solutions handle millions of transactions every day at multiple sites and are implemented across various verticals such as Banking, Insurance, Retail, Telecom, Healthcare, and Education among others, in over 17 countries.

For more information, please visit www.acqueon.com

Other applications for Cisco

- List and Campaign Manager for Unified CCE Dialer
- Soft lock application for Cisco IP phones
- CTI SDK for Cisco Unified CCX

Contact information

Phone: 609-945-3139

E-mail: sales@acqueon.com

support@acqueon.com



LCM has been awarded the IP Contact Center Technology Pioneer Award by TMC for 2009