

Our Optimization Portal gives you unprecedented control over your contact automation solution



Game Changer: Contact Solutions Optimization Portal

Think of our centralized web interface as your call center manager's driver's seat, complete with dashboard and steering wheel.

Now you can control the Contact Portal health, performance and statistics from one central location.

It's part of our commitment to Continuous Improvement for our customers.

Contact Solutions' Optimization Portal is an easy to use web interface that allows you to *control and accelerate* designated inbound and outbound application features and functions in real time. Now you can manage your contact automation system from within your voice portal application, with zero risk, without technical intervention, coding or modifications.

Overview

Until now, contact automation systems offered little flexibility when it came to making changes to accommodate business decisions or tactical considerations like call flow, skill sets and other staffing concerns; changes to business hours, outbound campaigns or surveys and other events.

Optimization Portal reduces your day to day expense of running complex Contact Portal solutions. It provides flexibility when integrating our hosted Contact Portal with your contact center staff and technology, because you can make changes you can implement immediately without IT intervention with zero risk of overwriting critical programming or coding. *Our Optimization Portal frees you from operating in a "mods-based" environment, relying on your IVR vendor for expensive modifications for even minor changes.*

Optimization Portal lets you control Contact Portal health, performance and statistics from one central location

You can make rapid changes to your Contact Portal functionality and behavior directly from the web based Optimization Portal. You can choose to integrate the portal with your enterprise dashboard so you can drill through your portal into our portal, incorporating Contact Portal statistics into your Business Intelligence system. The portal has a customizable look and feel that can mirror your brand to all users.

This secure web portal gives you control over all your outsourced systems. You can divide calls by skill set without complicated Contact Portal coding changes.

Authorized users can change, add or reroute data at any time. Our role-based technology lets you assign levels of different portal access to various job functions. Parameter can be assigned that allows one person do a specific task that no one else can.

As a SAS70 compliant organization, security is paramount in all our solutions. Optimization Portal keeps detailed audit trails so you can associate every change with the person who made it. In a premise-based solution that audit trail doesn't necessarily exist which means you could be at risk of not maintaining PCI compliance.

Technical Overview

Utilizing a WebLogic servlet to dynamically create web pages, Optimization Portal delivers a series of snap-in web services which allow control of various database- driven parameters and values via a customizable web interface.

General Security Features

Optimization Portal utilizes many security precautions including masked passwords, password algorithm strength display and login attempts limit. Users can be granted access to each service exclusively or in conjunction with other access areas. One or more Contact Portal solutions and applications can be assigned to this service, providing you with a "one-stop-shop" for managing all your Contact Solutions Contact Portal services.



Services

Optimization Portal includes independent services that can be enabled or disabled. They include:

Application Configuration

Optimization Portal Application Configuration allows you to control critical features and functions of your Contact Portal solution such as employee access.

All changes take effect in real time once the Save button is pressed, affecting the very next call to the Contact Portal.

Call Allocator

The Call Allocator lets you access the Optimization Portal tool to securely, easily, and quickly adjust call allocation between call centers.

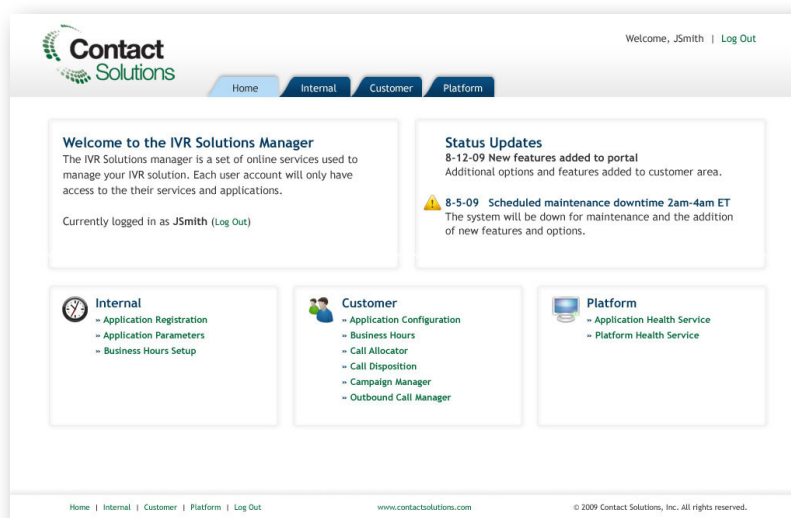
There are many advantages to managing Contact Portal-to-Call Center allocation from Optimization Portal including:

- End-to-end visibility as each call moves to a live agent
- Simplified end-to-end network troubleshooting
- Consolidated reporting options
- Transfer numbers do not need to be associated with a specific carrier, increasing flexibility

The Call Allocator allows for enhanced skill set routing flexibility, utilizing one toll free number for each skill set to which a caller is automatically transferred from the Contact Portal to the call center. You can easily manage the call volume of a single skill set across multiple call centers based on call center performance or other criteria.

Call Disposition

The Call Disposition component allows authorized personnel to view the last ten completed outbound calls for each Optimization Portal-enabled campaign, and logs calls according to call outcome, including whether the call went to an answering machine or if a fax machine was detected, if a live person was reached or the person hung up, if there was no answer or the line was busy, if the number was invalid, and whether the call was transferred to a live operator.



About Contact Solutions

Contact Solutions delivers on-demand contact automation services. The company's core business is to ensure its clients' self-service automation rates continue to increase well after the initial deployment. With its game-changing Continuous Improvement Practice and world-class hosting facilities, Contact Solutions is incentivized to continually find new contact center savings for their clients. By continuously identifying, implementing, and monitoring new contact automation opportunities, Contact Solutions consistently raises the bar on customer savings by reducing live-agent costs and stepping up the end-user experience.