



Solutions you expect. Service you deserve.

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Business and Call Center Solutions

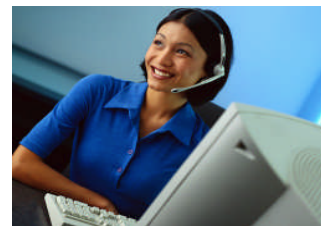
Introduction: With the increased needs of businesses and the amount of resources necessary to run a Call Center, efficiency has become imperative. InfinityCTI can help your organization become more resourceful and cost effective by automating your telecommunication systems and maximizing your return.

The following are examples of some of the services we provide:

- **Call Me Back** – Often in a busy call center, the Estimated Wait Time (EWT) can become excessive due to overwhelming call flow. This common problem often leads to irritated customers waiting on hold for long periods of time, creating an unpleasant experience for both the Customer and the Call Center Agent. With *Call Me Back*, if the EWT becomes extreme, your Customers will no longer have to wait on hold. They will be redirected to the *Call Me Back* application where they are presented with the options to either request a callback for the next available Call Center Agent, or to schedule a callback for a later time that day or the next business day.
- **Customer Survey** – Surveys are a great way to ensure the quality assurance of your Call Center. This survey application allows you to monitor the satisfaction of your customers and follow trends on treatments.
- **Facility Locator** – The less research a customer has to do, the better. With Facility Locator, a customer can simply call a toll free number and enter their zip code to find the nearest facility to meet their needs.

- **Directory Assistance** – This application is designed to reduce and/or eliminate the need for Operators within your company. By allowing a caller to speak the name or department he or she wishes to be transferred to, a significant ROI can be achieved. Directory Assistance is comprised of both the Avaya IR and Nuance Speech recognition, and Text-to-Speech technologies. To administer the application, powerful web tools are included.
- **Email Content Analysis** – Amongst the many duties of a Call Center Agent, the task of reading and manually responding to dozens of emails from customers can be overwhelming and time-consuming. With InfinityCTI's CCE E-Mail Content Analysis Plug-in, this task is substantially simplified. Before an E-Mail is delivered to an agent, the E-Mail Content Analysis Plug-in analyzes and filters the E-mail for up to 5 levels of keywords. The Plug-in uses these keywords to come up with appropriate responses to the customer inquiries. Once a common group of keywords is discovered, the email is delivered to the agent with several options for automatic responses. If the options presented do not precisely relate to the email, the agent can optionally select CCE's Auto Text responses. Once a response option is chosen, it is automatically pasted into the reply section of the email to the customer, and then all the Agent has to do is press "Send."
- **Password Reset** – The Password Reset application will provide a caller the ability to reset their password via the phone. To validate the caller, the Voice Portal will prompt the caller with up to 5 security questions (i.e. date of birth, ssn, etc...). The data for the security questions are to be provided by a customer supplied and supported database. Once the caller has answered the questions correctly, the Voice Portal will give the caller a temporary password via e-mail. As an option, the caller can also be given the password over the phone using text-to-speech (TTS). If the caller fails to answer the security questions after 2 attempts, the caller will be routed to an agent. The data collected from the caller will be sent on a secured pathway to a remote database via XML. This application will link to a client-provided web server.
- **Click 'N Dial** – In a busy office, simplifying even the smallest task is indispensable. With *Click 'N Dial*, the chore of dialing numbers is eliminated, all together saving time, thus saving money. Whether in a call center, or an office - any phone number you can highlight on your computer, you can dial. This includes internal extensions, long-distance numbers, international numbers, and vanity 800 numbers.
- **Custom Applications** – InfinityCTI can take any idea you may have to simplify operations in your business, and turn it into a cost effective, self-contained application.

Closing: InfinityCTI's combined staff has close to 20 years of experience within the Computer Telephony industry and understands your needs. Let us help you maximize your business ROI.



For further information, please contact InfinityCTI at (800) 795-1546 or info@infinitycti.com