

Live Agent Call Care

Hosted Call Center Solutions



When an enterprise needs to offer the most advanced levels of service, and ensure the timely, effective use of live agents, USAN's Live Agent Call Care suite is the ideal solution. It enables inbound and outbound contact with customers and prospects while still providing self-service capabilities. USAN utilizes its SaaS-based ACD and Predictive Dialer products to efficiently match call volumes and service requirements with live agents. The use of live agents is beneficial to customers and prospects because agents possess the proper skill/knowledge sets best suited for each call.

USAN's Live Agent solutions are extremely flexible and allow for a distributed and multi-sourced call center environment, which is hosted in the cloud. USAN unifies geographically dispersed agents and resources to provide a seamless call center solution that delivers capabilities unattainable with dedicated, premises-based models. The distributed solution also reduces CAPEX and OPEX costs, toll charges, and recurring T1 connection charges.

Users can automatically route and queue customers and prospects to the agent best-suited to meet their individual needs. USAN's Live Agent solutions can link customers with specific agents every time contact is made in order to improve service and experience continuity. Customers can have the peace of mind of knowing that someone familiar with their history is handling their needs every time. Specialized service such as this is ideally suited for the healthcare industry, wellness programs, financial services, and others.

The cloud-based, unified, distributed call center can be centrally managed with complete visibility of all center activity to provide coaching, instruction, and quality assurance management. Call center managers have access to a state-of-the-art web portal that provides detailed, real-time and historical data and statistics on the performance of the center, its agents, and various services. The portal also offers access to a complete array of campaign management tools that can be used on the go to change call flows, manage queues, adjust dialing rules, and more.

USAN Hosted Contact Center

- Over 20 years in hosting experience
- Best-of-Breed, Fully Functional, Integrated Contact Center
- USAN IVR
- USAN ACD
- USAN IP PBX
- USAN Outbound Dialer
- USAN Workforce Management
- USAN Quality Management
- USAN Advanced List Management

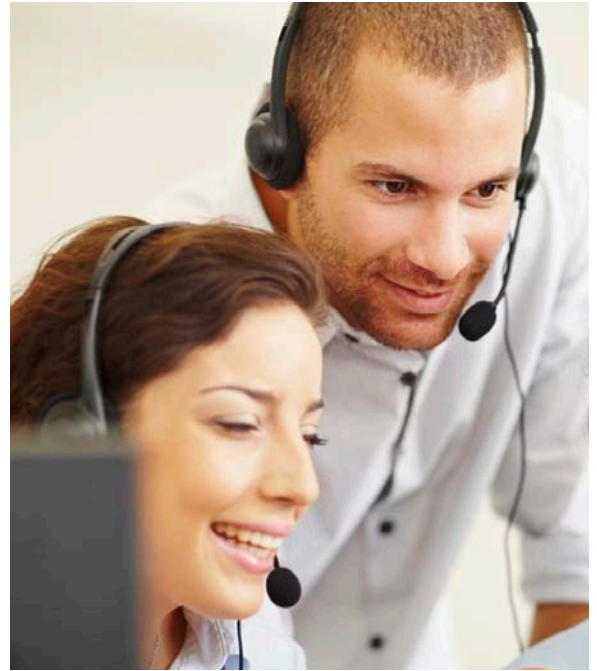


Quality Management & Reporting

Call center managers have access to advanced monitoring, reporting, and recording applications that significantly improve productivity, planning, coaching, return on investment, threshold alerts, and overall quality assurance.

With USAN's call-session recording capabilities, enterprises can record call-flow data; customer-and-agent interaction, both conversations and web chats; and everything an agent does on the computer during a call. This information can be collected for every call, at customer-defined intervals, on-demand, or at random sampling intervals.

Once collected, call-session data can be entered into USAN's robust analytic software that aggregates the information and parses the data in virtually unlimited ways. This provides detailed, real-time reports for call-flow improvement; agent coaching and scoring; quality of service; trend reporting by time of day, time of year, or agent groups; and more. It also enables enterprises to test campaign effectiveness and plan for future campaigns, link key performance indicators to strategic goals, and better schedule agents to meet workloads and special skill-set demands.



Automatic Call Distributor (ACD)

USAN's ACD is a customizable SaaS-based software platform that fully integrates with USAN's unique switching platform. The ACD provides skill-based, computer telephony interface (CTI) routing, recording and quality monitoring in conjunction with available agents and service requirements. USAN's ACD intelligently routes calls to geographically dispersed agents based on business-defined service-management rules. The service integrates with email, web, instant message, and phone services.

Predictive Dialer

USAN's Predictive Dialer is ideal for outbound collections, sales and telemarketing strategies. The cloud-based system intelligently manages call volumes to match available service agents to customers and prospects by utilizing advanced outbound call-logic rules defined by a business. These include:

- Specific time-of-day dialing by an individual customer
- Redial rules (timing and number of attempts) for when calls are busy, an answering machine picks up, or no one answers
- Automated messages left on answering machines after a pre-defined number of call attempts
- Alternate number dialing if the primary number is unsuccessful
- Automated to only connect agents to calls when answered by real people

The system can also keep detailed status-based dial reports that are beneficial for reconciling call-list data.

About USAN

USAN provides a portfolio of world-class SaaS contact center solutions to enterprises and carriers over a high-availability (99.999%), fully redundant infrastructure. The USAN platform in the cloud offers comprehensive products from automatic call distributor (ACD), interactive voice response (IVR) with speech, outbound dialer, workforce management, call recording to Vision reporting. Since the USAN platform is delivered via a Software-as-a-Service (SaaS) model, clients reduce costs and have the latest contact center technologies. To learn more about the USAN difference, visit www.USAN.com.



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