



Professional Services

USAN provides a comprehensive portfolio of hosted call center products – IVRs, ACDs and Dialers– built upon a fifth-generation carrier-grade infrastructure that delivers “five nines” of availability and 20 years of proven scalability.

USAN builds applications to solve the unique needs of customers. USAN has a strong history of working with customers collaboratively to design the most robust and flexible call center applications to meet an enterprise’s specific needs. USAN technical consultants take a disciplined approach to understanding a customer’s current and planned goals in order to deliver solutions to meet their existing requirements and that provide a clear migration path for the enterprise’s future goals. This process allows customers to fully leverage USAN’s decades of experience and state-of-the-art lab environment to design and fine tune call center solutions for better customer satisfaction and retention rates, and test applications that best suit their needs.



Application Development

Software development and innovative integration of computer and telephony systems is a USAN core competency – and the foundation of USAN’s success in network-based intelligent platforms. USAN developers, using a combination of custom development and the industry’s most current standard applications, build flexible and scalable platform architectures that easily interface with a customer’s existing systems.

USAN developers:

- Have specialized expertise in SS7, IP and other network control protocols, enabling USAN to manage traffic to and from customer applications in any way imaginable – including Take Back and Transfer and real-time customer control of routing plans.



USAN developers:

- Are experts at designing IVR call flows that improve customer satisfaction and achieve business goals. USAN will work with an enterprise to understand how their customers ask for information and what data is supplied so they can help create the most beneficial service possible.
- Support the most current computer and telephony protocols, including VoIP, HTML and XML, WAP and SIP integration systems. USAN applications support real-time, secure, web-based customer access to reporting data and application management.
- Support state-of-the-art speech recognition, including natural language, speaker verification, grammar development and call-flow design.
- Have expertise in developing VXML and web-based service applications supported by USAN's VXML run-time.
- Have been awarded 9 patents on the unique features of the USAN platform.



CTI Interface

USAN has extensive experience building customized connectivity to enterprise IT resources across a wide range of vendors (such as Cisco NICM and Genesys) and varying degrees of legacy infrastructure. USAN can support computer telephony integration (CTI) by manipulating automatic number identification (ANI) or integrated services digital network (ISDN) user-to-user information (UUI) fields to deliver context from a caller's IVR interaction to the agent. USAN's preferred solution utilizes Internet protocol (IP) connectivity to the agent and utilizes the session initiation protocol (SIP) messaging fields to deliver CTI data, thus eliminating the need for a separate CTI infrastructure.

USAN can connect with an enterprise's computing resources based on their unique requirements and specifications using a variety of network topologies with appropriate redundancy and security. USAN will work with an enterprise's security and compliance teams to assure the complete security of customer information. In general, the platform does not store any sensitive information; USAN only uses customer information in real-time as is needed to support IVR requirements.



USAN has the experience to produce CTI solutions that go well beyond the traditional CTI interfaces of its competitors:

- The USAN solution provides a clear view of an enterprise's CTI system to determine individual agent status and skill sets. For standard applications, USAN queries the CTI system for a route label. For more sophisticated applications, USAN uses the individual agent status.
- A reverse screen pop allows an agent to transfer the caller back to the IVR along with the context of the call's discussion, placing the customer in the appropriate order in the call flow without the need for the customer to re-identify themselves or navigate through the call flow.
- Direct agent selection allows USAN to see if a given agent is available for specific calls based on a customer's selected business rules. (For example, direct call to the originating agent, if available, or direct callers to their preferred agent.)



About USAN

Since 1989, USAN has provided hosted call center infrastructure for some of the world's largest enterprise businesses and telecommunications carriers. USAN's hosted products and services eliminate the need for enterprises to "overbuild" their call center infrastructure and operations, which can be both costly and inefficient. Instead, with USAN's hosted solutions, enterprises can leverage USAN's innovative technologies, intellectual resources, and proven platform to provide enhanced service at costs lower than those associated with traditional, premise-based services. The combination of USAN's customization capabilities, innovative technologies, customer service, and robust switching platform, make USAN the provider of choice for hosted enterprise call center solutions.

