

Multi-Media Contact Center

*OMNIWorks delivers a highly Adaptable
& Scalable Contact Center Solution that
provides Superior Customer Service for the
Medium to Large size Business*





sem@plice™ OMNIWorks®

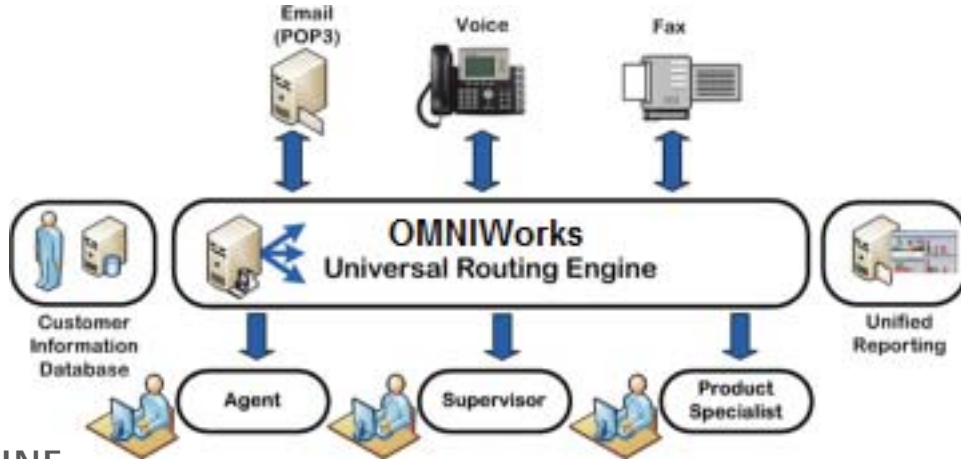
Multi-Media Contact Center

- **OMNIWorks** is a Contact Center solution that was designed to be cost effective, scalable and to easily interface with any SIP-based telecommunications platform for the medium and large size business community.
- **OMNIWorks** can be easily configured to meet your current requirements and expand in the future as your contact center grows in both size and sophistication.
- **OMNIWorks** gives the medium to large business owners a state of the art contact center solution that provides both new and existing customers the highest level of pre and post sales and customer service with interactive support to assure retention of your existing customers resulting in increased pre and post sales margins.
- **OMNIWorks** is scalable from as little as 10 agents and one supervisor to 500 agents and 50 supervisors by the simple addition of agent or supervisors licenses.
- **OMNIWorks** can be either a single server or full redundant contact center solution with user friendly agent and supervisor soft phone consoles. The contact center management and programming is accomplished using our user intuitive GUI interface.
- **OMNIWorks** includes our complete report package that provides the ability to manage your contact center to perform at its maximum efficiency.
- **OMNIWorks** easily interfaces to a POP3 email server with our optional POP3 email license.

POWER UP YOUR CONTACT CENTER

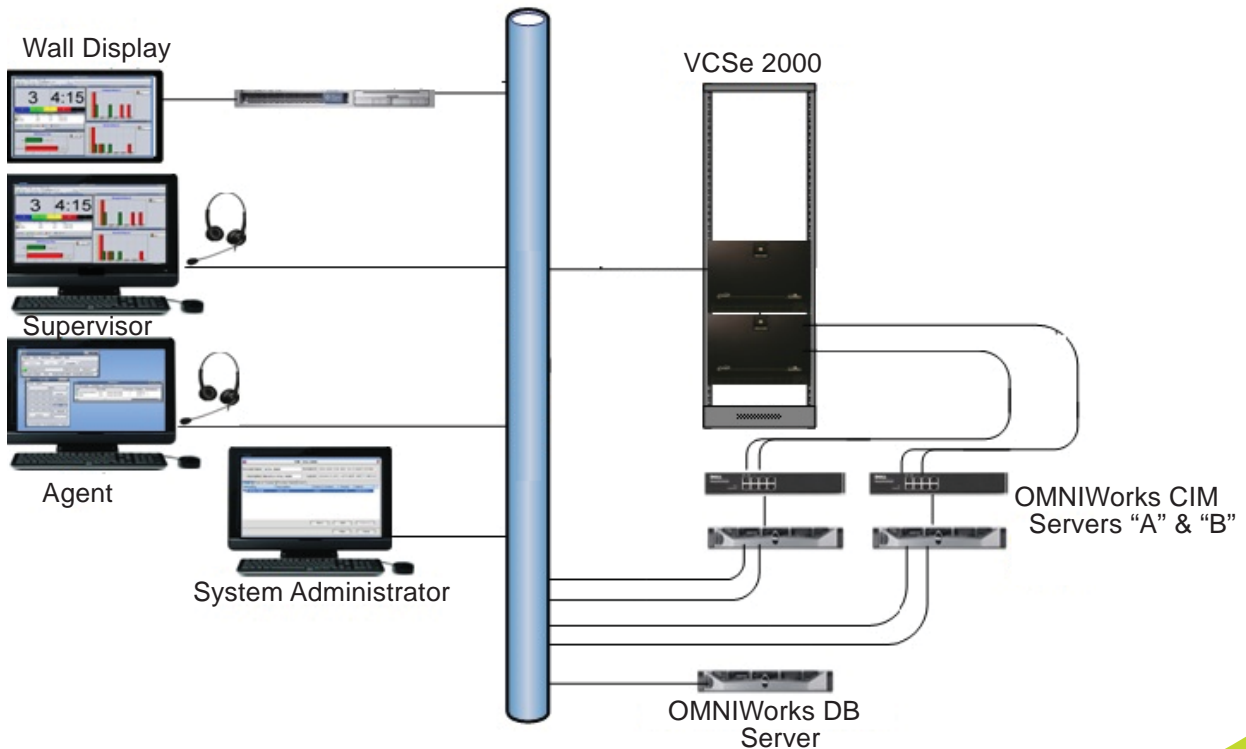
Today's technology-savvy, time-sensitive customers expect more than just a good product or a great price. They expect – even demand - superior customer service and quick, convenient access to information no matter what method of contact they use.

Delivering superior customer service is what the OMNIWorks® Multi-Media Contact Center solution is all about. OMNIWorks quickly connects customers to the right resource, manages the interaction and provides the reports and tools you need to optimize contact center operations. OMNIWorks is a solution that works in conjunction with MedTel Services' VCSe™ 2000/9000 voice communication servers or other SIP-based Communications Servers.



ROUTING ENGINE

OMNIWorks® universal contact routing engine provides skills-based routing of email and faxes to improve handling time by queing and routing emails sent to specific groups or departments within your organization. The universal routing engine is designed to route, track, respond to, and manage high volumes of customer email. Future scheduled enhancements include Web Chat and Web Browser.



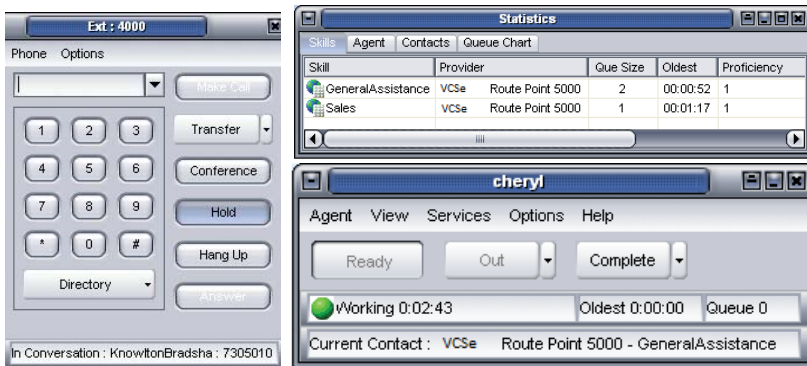
OMNIWorks® Soft Phone Consoles

SUPERVISOR



Real-time and historical reporting application that provides management reports to keep contact centers operating at peak efficiency.

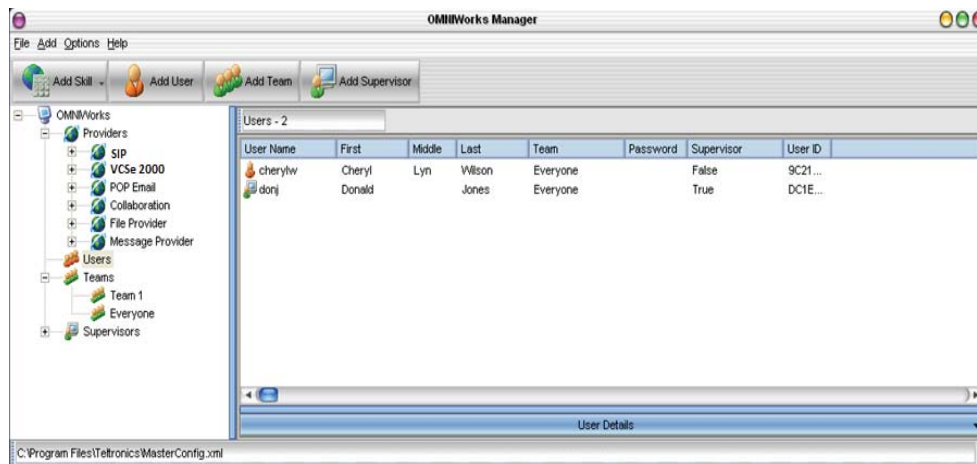
AGENT



- ▲ Software-based telephone control, text chat and messaging tools
- ▲ Integrated speed dial
- ▲ Real-time queue and agent statistics for performance self-monitoring
- ▲ Multiple language support

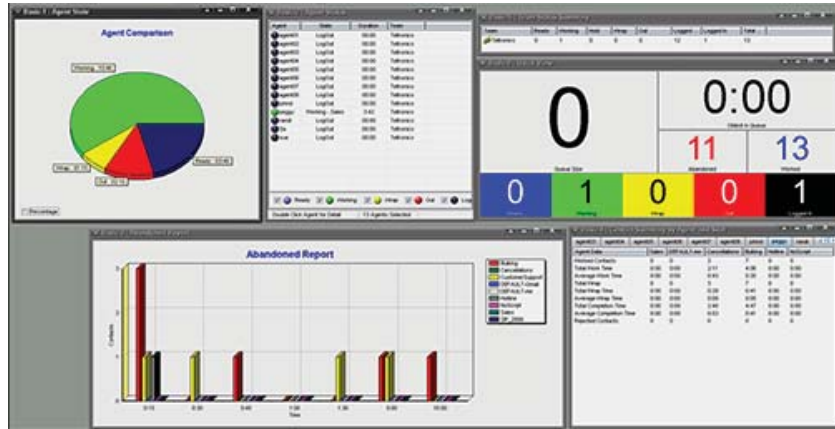
Agent Console is an interactive desktop tool that includes contact dependent user interfaces such as a Dialpad soft phone for voice calls, an email client and a chat window for inter-agent text chat. Agent Console includes valuable self-management tools to help agents maximize their productivity.

MANAGERS Console

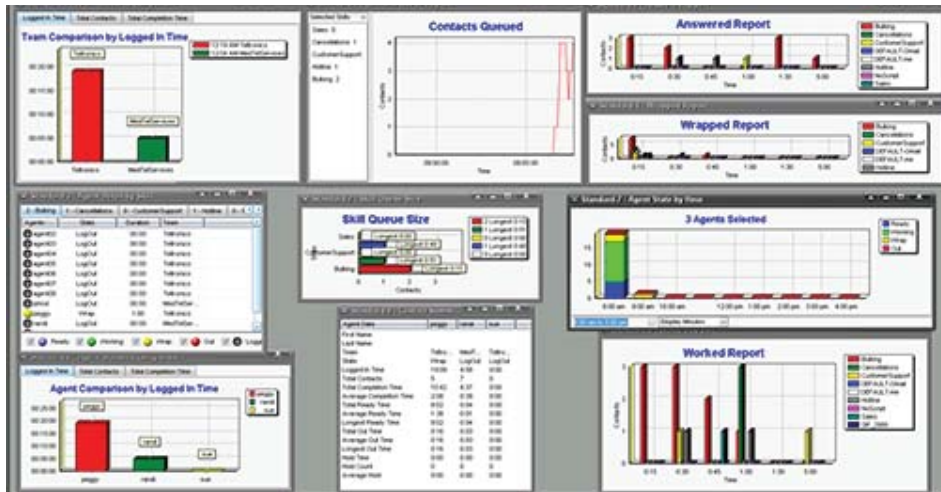


OMNIWorks® Manager is an intuitive tool used to set up and manage contact routing and agent queues. Using Manager's graphical interface, administrators can quickly and easily set up and administer the OMNIWorks resource database used to define contact center activity.

OMNIWorks® Sample Reports



Quick View
Agent State Comparison
Agent Status
Abandoned Calls
Contacts by Skill
Team Summary



Team Comparison Real-Time Report
Queue Status by Selected Skill
Calls Answered by Skill
Calls in Wrap by Skill
Agents by Selected Skill
Skill Queue Size / Longest in Queue
Agent State by Hour
Agent Comparison
Contact Summary by Agent
Contacts Worked by Agent
Historical HTML Reports


OMNIWorks® Server, Intelligent Router and Media Software Requirements

OMNIWorks® SIP Server, Intelligent Router and Media Software

Hardware Platform	An approved OMNIWorks SIP windows based entry-class or mid-class hardware platform
RAM	4GB or higher
CPU	2.4 Dual Core GHz or faster
Operating Software	Microsoft SQL Express Software with Tools
Application Management Software	OMNIWorks 7 SIP Server Application
Compatible with MedTel Communications Platforms and other SIP-based communication systems	VCS _e 100, VCS _e 2000/9000 EGW plus other non MedTel Communications Platforms that are based on standard SIP protocols

OMNIWorks® SIP Agent/Supervisor/Manager Hardware & Software

Hardware Platform	An approved OMNIWorks SIP windows based entry-class or mid-class hardware platform
RAM	1GB or higher
CPU	2.0 GHz or faster
Operating Software	Windows 7 or XP Pro
Application Software	OMNIWorks Agent/Supervisor Dial Pads or OMNIWorks Manager



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Ideas That Communicate

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