

# QPC Contact Now

## Hosted Oracle Contact Center Anywhere

a complete hosted contact management solution with a 'pay-as-you-go' per-agent per-month fee so you can implement and maintain an industry leading system with the minimum of effort, and manage your capital expenditure better

Based on the award winning Oracle Contact Center Anywhere (CCA) system, with NEC IP telephony, QPC Contact Now is a hosted, highly scalable, multi-channel contact management solution that will enable you to communicate more effectively and efficiently with your customers.

QPC Contact Now enables routing, queuing and distribution of phone calls, e-mail, chat, fax, and web communications to agents anywhere in your enterprise, whether in the contact centre, a remote location or at home. It also provides interactive voice response (IVR), preview / predictive dialling and call recording so that the additional key functionality, required by advanced contact centres, is available on a single platform to unify your communication system.

What's more, because QPC Contact Now is a pay-as-you-go solution, you can get all the advanced functionality that this feature rich system has to offer on a 'per-agent per-month' fee basis to help you manage your capital expenditure better.

Hosting also means that we'll look after the system's software and hardware for you in our data centre. This removes the costs and delays typically caused by training IT staff, implementing software/hardware, keeping this up to date and carrying out essential backups and maintenance. Our expert support and professional services are also included in the package.

### Business and Customer benefits

Getting your contact management platform as a pay-as-you-go hosted solution will provide many benefits for your business and your customers.

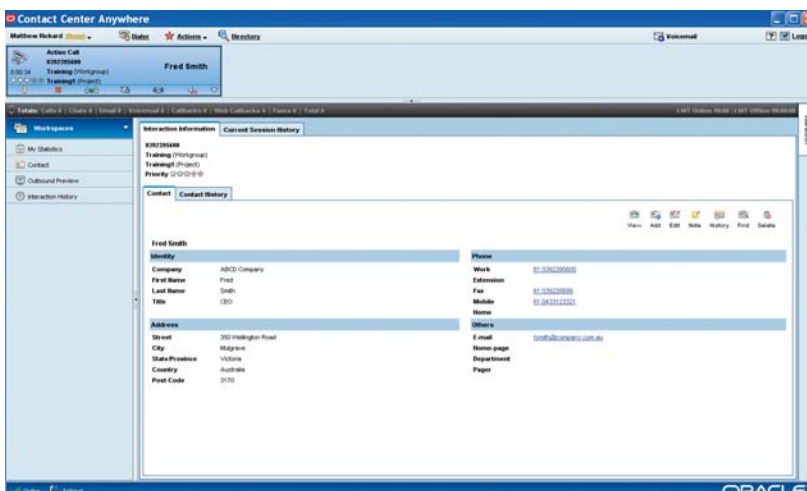
**First year cash saving** - A pay-as-you-go hosted solution eliminates the need for high start up costs like purchasing expensive software and hardware as well as costs associated with installation.

**Optimised operating costs** - With the per-agent per-month fee you'll easily be able to flex the number of agents you are paying for to meet your organisation's growth or shrinkage.



### Benefits:

- Fast and easy to set up
- Improves service availability with a highly reliable and resilient infrastructure
- Minimum impact on cash flow with a per-agent per month fee
- Extensive additional feature set for outbound, automated service, call recording and agent development
- Enables organisational agility, works with single sites, many contact centres and even agents at home
- Fast and easy for agents to use with simple integration and screen pops from existing CRM systems
- Improves agent productivity, occupancy and first contact resolution with Multimedia and skills based routing



Single, easy-to-use, browser based user interface for agents handling all types of contact

This avoids the risk of tying up cash in licences that your organisation does not yet, or no longer, requires. But, still gives you the flexibility to grow as and when you want to.

A hosted solution also removes ongoing operating costs typically caused by training new IT staff to make sure essential skills are always available, keeping software / hardware up to date and carrying out essential backups and maintenance.

**No capital expenditure** - The pay-as-you-go solution requires no capital expenditure delivering significant cash-flow benefits for your organisation.

**Quick and easy implementation** - Our hosted solution can be deployed rapidly into your contact centre as it removes the delays typically caused by training IT staff and implementing both new software and hardware at your site.

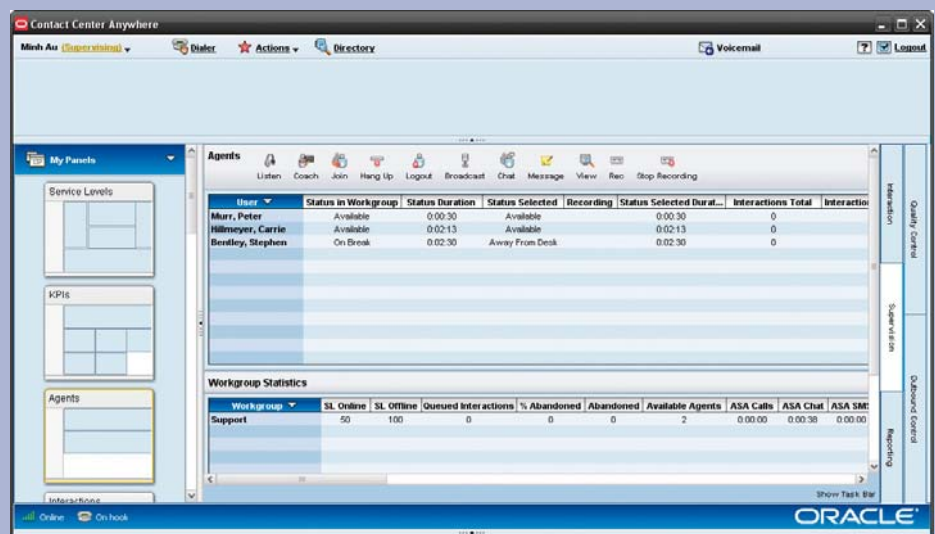
**Minimum impact on IT resource** - With a hosted contact management solution there is only a minimum resource requirement from within your IT department. QPC Contact Now also removes the ongoing IT headaches of keeping software up to date and carrying out essential backup and maintenance work.

**Reliability guaranteed** - Reliability is key to delivering any managed service and with QPC's considerable experience of providing hosted systems you can be sure of a service that is always there when required. Naturally, our hosted service is subject to service level agreements (SLAs), which ensure your company can access and use it continuously.

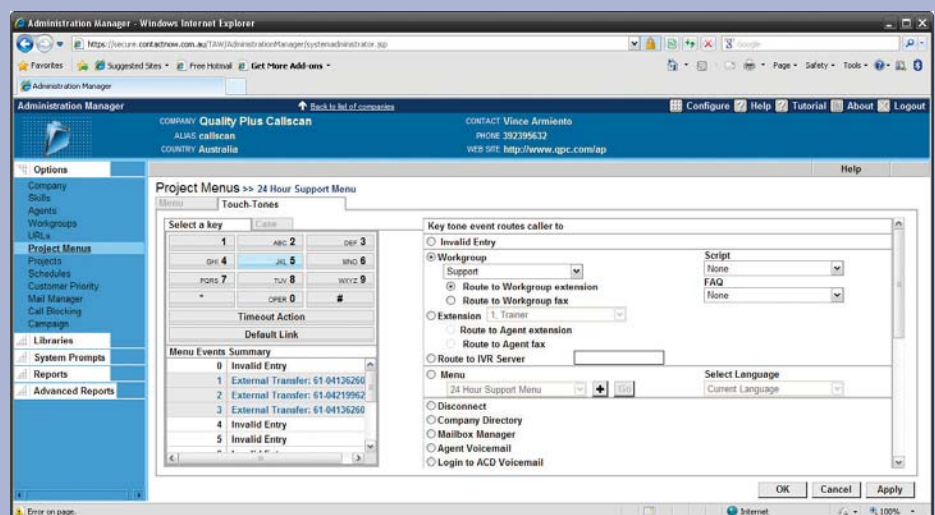
**Always up to date** - with a hosted solution you are kept up to date with the latest features and releases of the system without potentially painful migration and investments in newer versions. Having a hosted service also means that QPC's expert engineering and support team handles any upgrades and service issues that may arise.

*'QPC Contact Now can be deployed rapidly into your contact centre as it removes the delays typically caused by training IT staff and implementing both new software and hardware at your site'*

Call recording and the Supervision Manager interface makes it easy for supervisors to perform quality checks for performance improvement



Multi-channel routing enables flexibility in servicing customers



**Project Statistics**

Project	Total Intra...	Inbound Ca...	Outbound ...	Extension ...	Preview T...	Predictive ...	Email Total	Chat Total	Web Call...
Web Chat	4	0	0	0	0	0	0	4	0
Voicemail Access	0	0	0	0	0	0	0	0	0
Support Voicemail	0	0	0	0	0	0	0	0	0
Support Queue	0	0	0	0	0	0	0	0	0
Queue	0	0	0	0	0	0	0	0	0
24 Hour	0	0	0	0	0	0	0	0	0
<b>Totals</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>

**Project Media Totals**

Project	ABD Chat	ABD Calls	AMS Chat	AMS Email	AMS Fax	AMS Inbou...	AMS Vmail	AMS Call...	AMS Web ...	AMS Pre
Web Chat	0	0	0	0	0	0	0	0	0	0
Voicemail Access	0	0	0	0	0	0	0	0	0	0
Support Voicemail	0	0	0	0	0	0	0	0	0	0
Support Queue	0	0	0	0	0	0	0	0	0	0
Queue	0	0	0	0	0	0	0	0	0	0
Totals	0	0	0	0	0	0	0	0	0	0

Supervision Manager gives managers actionable insight into current contact centre activity with a multi-channel dashboard view and colour coded alarms

**Active Chat**  
 jdoe@hotmail.com  
 Support (Workgroup)  
 Web Chat (Project)  
 Priority: P2020-20

**Interaction Information**  
 Current Session History  
 jdoe@hotmail.com - Doe, John  
 Support (Workgroup)  
 Web Chat (Project)  
 Priority: P2020-20

**Chat: Doe, John**

Mimi: (2:19:57 PM)  
 Hi, how may I help you?  
 Doe, John: (2:20:29 PM)  
 Could you give me some information about Via-ACD?  
 Mimi: (2:20:37 PM)  
 No problems, here is a page with information about Via-ACD

**Contact Information**  
 Find Contact  
 Identity  
 Company  
 First Name  
 Last Name  
 Title  
 Address  
 Street  
 City  
 State/Province  
 Country  
 Post Code

**Text URL**  
<http://www.qpc.com/Products/MS/Via-ACD/Default.aspx>

Multimedia contact handling includes extensive web chat capabilities

### State of the art contact management

QPC Contact Now is based on Oracle Contact Center Anywhere and will empower your contact centres by extending customer interaction management from the customer to any agent anywhere, well beyond the limits of traditional contact centre infrastructure. Agents can work efficiently from anywhere in the world with 360-degree views into customer interactions and real-time business intelligence.

QPC Contact Now provides the tools to deliver exceptional, personalised customer service through a variety of communication channels, including phone, fax, e-mail, chat, and web as well as a wealth of additional advanced features:

- Skills-based routing and a universal queue for phone calls, emails, faxes, voicemails, voice-over-web calls, call-backs to route customers in virtual queue, chat and web-collaboration sessions
- Inbound / outbound cross-media blending
- Integrated outbound predictive / preview dialling
- Voicemail, fax & unified messaging
- Secure Multi-Tenancy and "In-Tenant" partitioning

- IVR - Complex IVR applications with data integration are provisioned from the visual drag-and-drop Contact Center Anywhere Campaign Manager tool
- Chat - Includes web-collaboration / form sharing, push technology and suggested response
- email management - Includes automated email management & email routing with suggested responses
- Built in recording, supervision and agent coaching capabilities
- Screen pops - Integrated, pre-built agent UI or as a separate screen
- Dynamic customer satisfaction capabilities enable customers to rate agent skills and dynamically change ACD routing by changing agent skill-ratings in real-time based on a user defined sample size
- Standardised delivery of call information to thick and thin client CRM applications
- Built in Softswitch (SIP IP PBX) and TDM switching
- Voice over IP (VoIP)
- Hosted network architecture for scalability and resilience
- Soft wallboard and hard wallboard support



*'QPC Contact Now is based on a system that is recognised as market leading by renowned analysts such as Frost & Sullivan and Gartner'*

With QPC Contact Now your supervisors are empowered with instantly adaptable management screens and real-time tools for monitoring and coaching agents, no matter where they are located. Your contact centre administrators can adapt to changing contact centre business needs with real-time administration tools for managing communication business processes, interaction delivery, and agents.

#### Award winning pedigree

Powered by Oracle's Contact Center Anywhere, QPC Contact Now is based on a system that is recognised as market leading by renowned analysts such as Frost & Sullivan and Gartner.

The system has also won over 49 industry awards from notable sources such as Customer Interaction Solutions Magazine, Communications Convergence Magazine, CallCenter Magazine, ICCM and TMC Labs.

QPC Contact Now brings together state of the art software from Oracle with QPC's extensive experience of providing hosted solutions for some of Australia's leading businesses - making it fast, easy and cost effective for you to obtain reliable state of the art contact management right now.

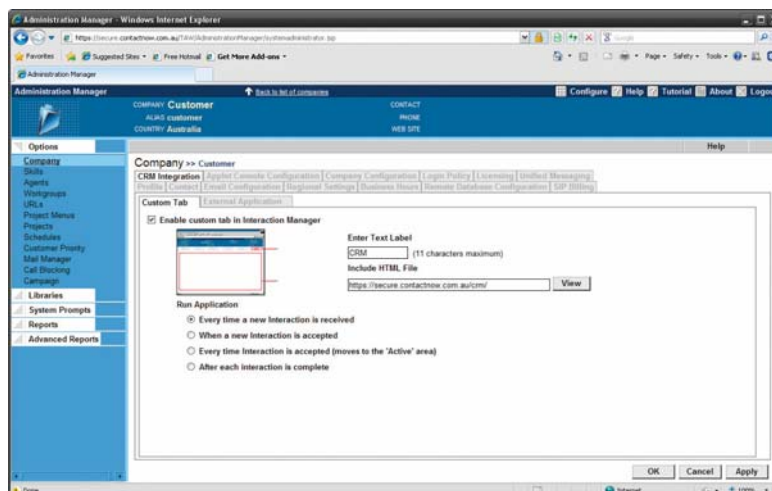
For more information on how QPC Contact Now will benefit your contact centre, or to arrange a demonstration, contact us:

**+61 (3) 9239 5600**

#### Features:

- Complete solution for unified multi-channel communications
- Single, unified queue for phone, e-mail, and web customer interactions
- CTI screen pops
- email analysis and auto-response
- Web chat, web callback, and collaboration
- Blended predictive and preview dialling
- Integrated IVR
- Skills-based routing
- Distributed network architecture for scalability and resilience
- Voice over IP (VoIP) and circuit-switched calls

Setup customer information screen pops from existing CRM systems to reduce agent transaction handle time



## QPC - customer service transformation

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