

QPC Contact Now

Hosted Oracle Contact Centre Anywhere

a complete hosted contact management solution with a '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.

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 Contact Now is a hosted 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.

The benefits of a hosted solution

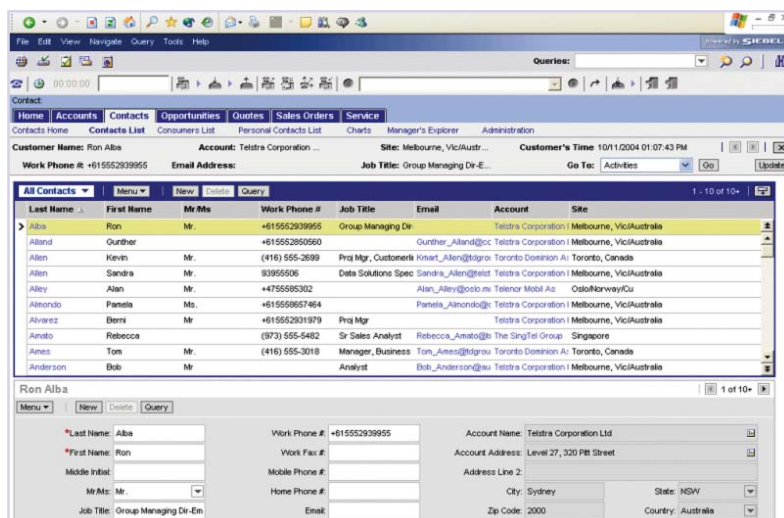
Buying your contact management platform as a hosted solution will provide many benefits for your business and your customers:

First year cash saving - For some organisations preserving cash by leasing through operating, rather than capital, expenditure can be crucial. Leasing Contact Now as a hosted solution can reduce your first year costs significantly when compared to buying a system.

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 communications



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 the operating costs typically caused by training IT staff, implementing software/hardware, keeping this up to date and carrying out essential backup and maintenance.

No capital expenditure - The hosted solution requires no capital expenditure because the hardware and software are leased to you, 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.

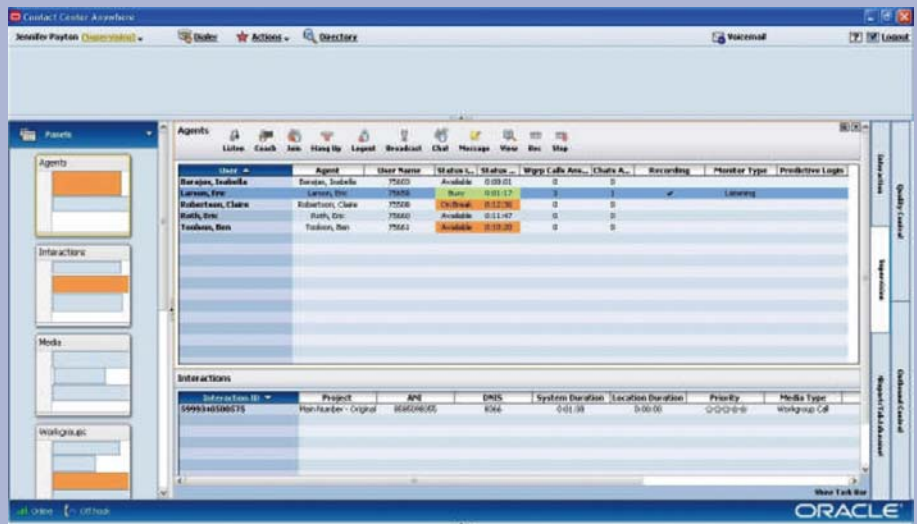
Minimum impact on IT resource - With a hosted contact management solution there is only a minimum resource requirement from within your IT department. Contact Now also removes the ongoing IT headaches of keeping software up to date and carrying out essential backup and maintenance work.

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.

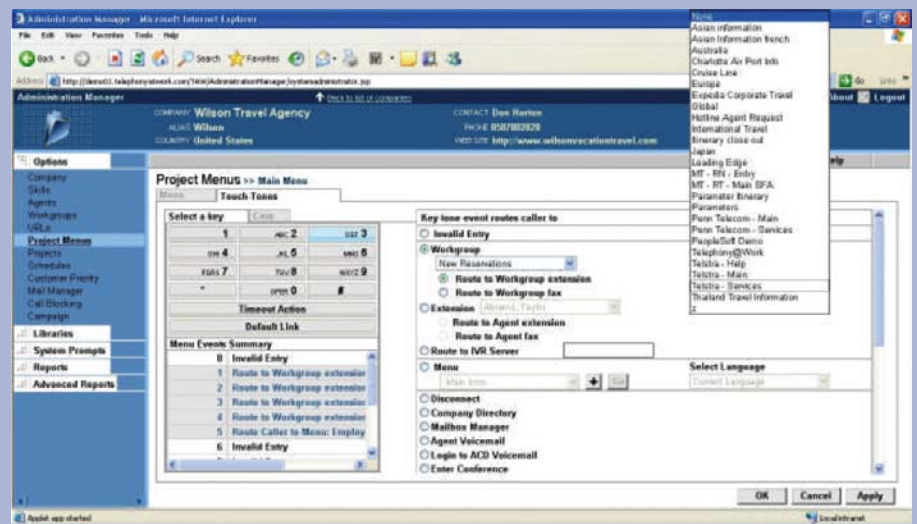
Always up to date - with a hosted solution you are kept up to date with the latest features and releases of the system without potentially painful migration and investments in newer versions. Having a hosted service also means that QPC's expert engineering and support team handles any upgrades and service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

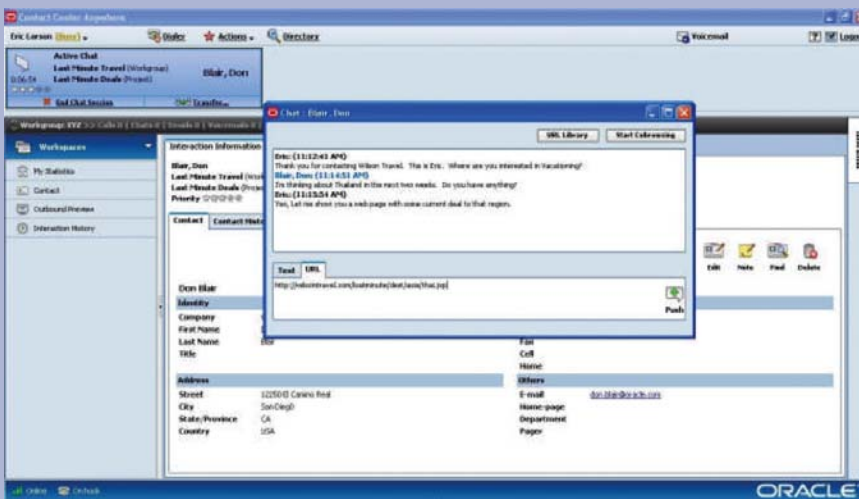


Multi-channel routing enables flexibility in servicing customers





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



Multimedia contact handling includes web chat

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.

With Contact Centre Anywhere 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.

Oracle Contact Center Anywhere 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
- IVR - Complex IVR applications with data integration are provisioned from the visual drag-and-drop Contact Centre 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
- Voicemail, fax & unified messaging
- 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



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

- 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

Award winning pedigree

Powered by Oracle's Contact Centre 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 CallCentre

Magazine, Internet Telephony Magazine, Customer Interaction Solutions Magazine, Communications Convergence 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.

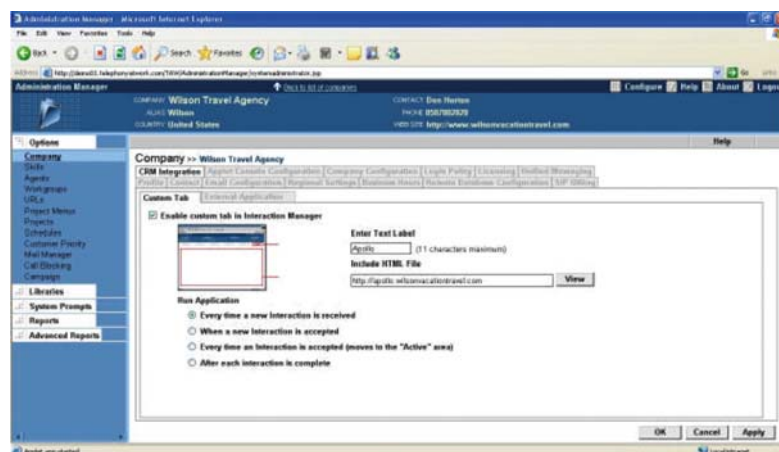
For more information on how QPC Contact Now will benefit your contact centre, or to arrange a demonstration, contact us:

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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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