






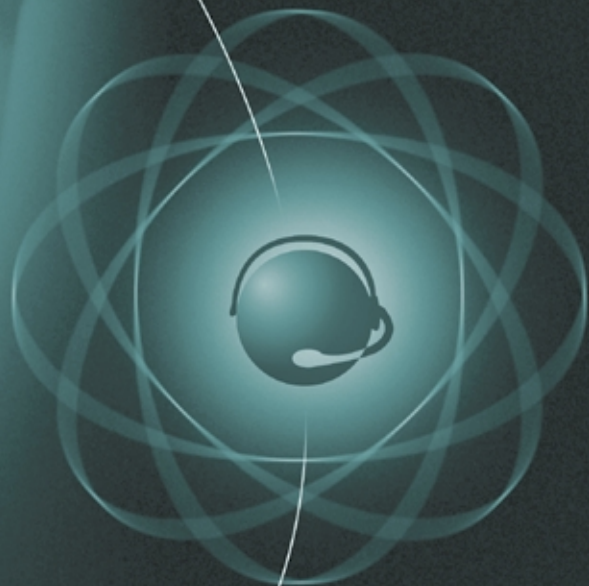


Key Voice Optional Features ▼

-  Web Access
-  E-Mail Reader
-  **Customer Service**
-  Visual Call Management
-  Fax Mail
-  Interactive Voice Response
-  Talking Classifieds
-  Outbound Telemarketing



SALES Q=7 2:12
NEXT LOGIN CLEAR





Customer Service

Every business is a center for call activity. And every day has its peaks and valleys in call volume. Your capacity to manage every call with optimal efficiency impacts each customer experience and your bottom line.

Ride the peaks and valleys of call volume with efficiency.



Customer Service is a powerful tool to help managers and call takers improve customer satisfaction. As call volume builds throughout the day, callers are guaranteed the fastest route to the right person for their needs. When call volume exceeds the available human resources, Customer Service answers the call, can optionally inform callers of their place in relation to other calls being received, and continues to remind them of their improving status for the next call taker. Customer Service keeps every possible revenue generating opportunity and ensures calls are distributed evenly. Real time statistical displays allow call takers and managers to see how many calls are waiting to be answered and how long the longest call has been on hold. More detailed reports are available for trending your call center's activity over time, thereby giving you the information you need to more appropriately allocate your group's resources and maximize your profitability. And by integrating all your systems voice processing capabilities such as interactive voice response, question/answer boxes, routing boxes, etc., you will convey a polished, high-tech image to your customers and optimize your system's performance.



Key Features*

- Call Distribution Options
 - Longest idle
 - Linear hunt
 - Round robin
- Extension status
- Caller options in queue
- Live keypad during queue
- Telephone display statistics
- Reports:
 - Real time statistics
 - Trending
 - Call taker and group performance
- Simple login (mailbox as ID)
- Programmable wrap-up time

* Certain key features are dependent on phone system integration.

"The reports generated from Customer Service are critical to my success. Now that I can see trends based on real numbers, I'm empowered to maximize our revenues from the fewest number of call representatives."

- Sales Group Manager



Agent Performance:
manage the performance of your call takers



Group Performance:
manage the performance of your groups

Available on:

Small Office® NT
Corporate Office® NT

calling for more power™

iNterchange™
iNterchange™

messaging without boundaries™



KEY VOICE®
what business calls for

www.keyvoice.com