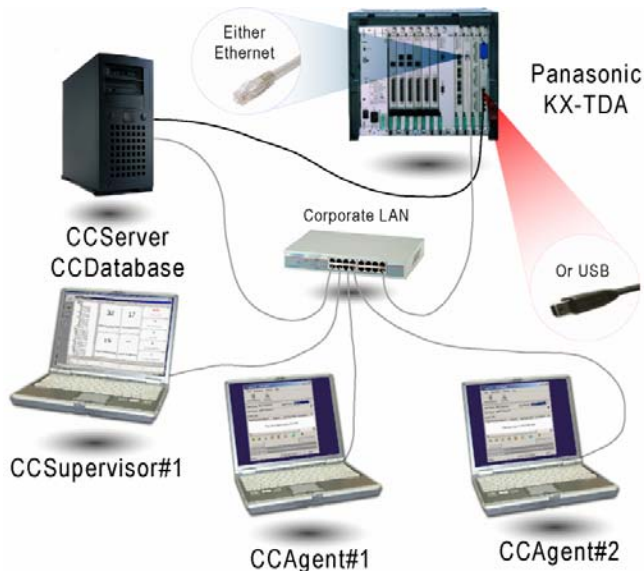


CCExpress



- Provide rapid ROI through low initial investment and increased overall business performance
- Evaluate Call Center performance versus service level objectives
- Pinpoint breakdowns highlighting the efficiency of the Call Center Agents and Groups
- Maintain and increase loyalty by improving the customer satisfaction
- Assure efficient labor cost management

CCExpress (**Call Center System Express**) is a powerful call management tool that provides:

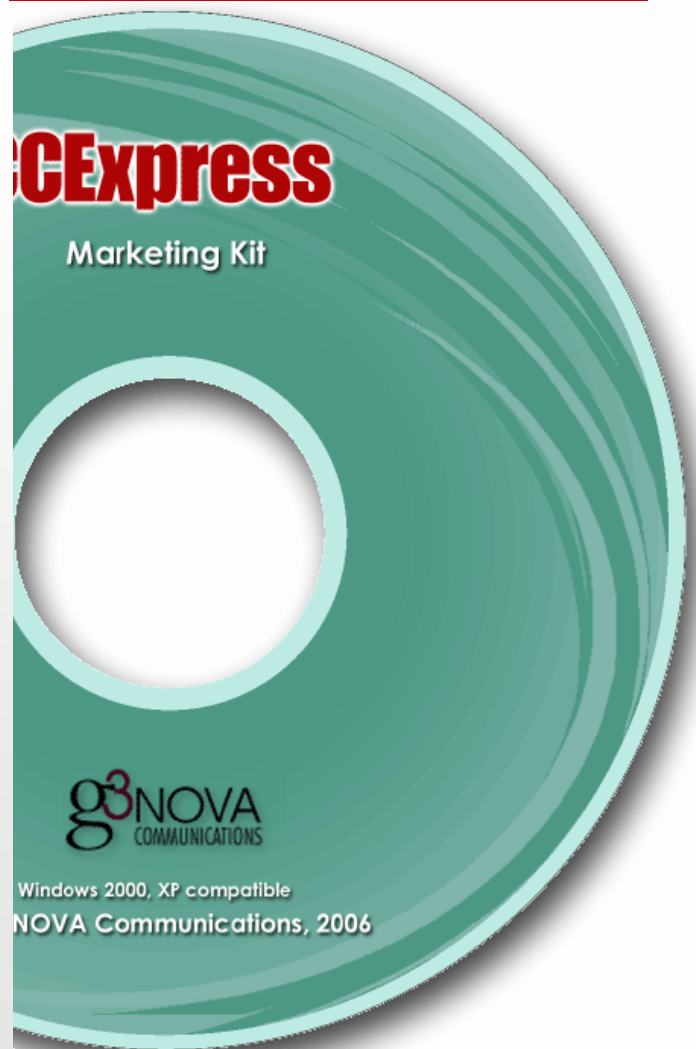
- Agent call control, instant messaging and customer information repository
- Agent screen popup for quick customer identification
- Comprehensive real-time and historical tools for Agent tracking and Queue statistics

CCExpress uses TDA telephony features without altering them.

CCExpress inherits and enhances CCView functionality making it the ideal tool for small/ medium Call/ Contact Centers or any other SMB which do care about the customer relationship quality.

Key Features

- Advanced call handling features: transfer, consultation, conference, 2-way recording
- Agent call recording set by the Supervisor
- PBX ACD statistics and reports
- Highlight the lost calls for quick identification
- ACT/ Outlook database integration



Target Customers

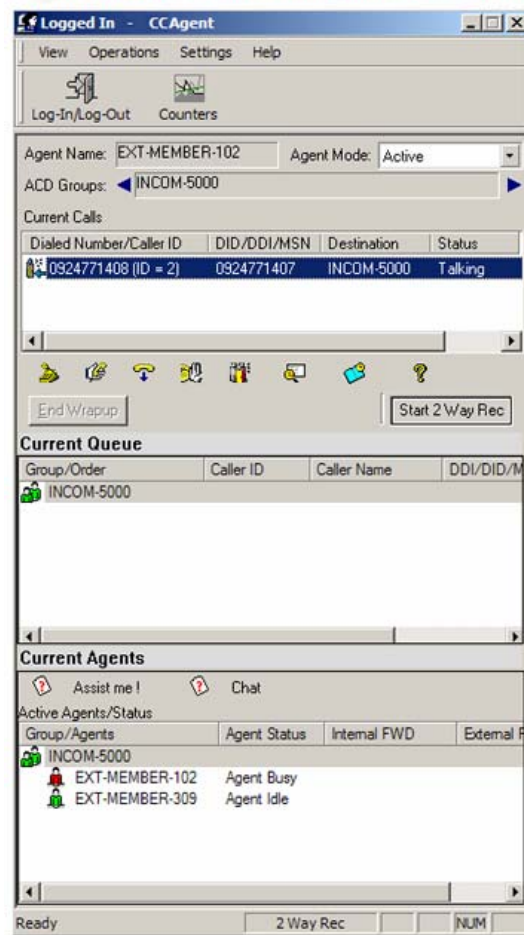
- Any Contact/ Call Center Supervisor
- Any Manager that is in charge with Customers Relationship Management of different departments

System Requirements

The CCExpress product includes software components that are installed on the users hardware described below:

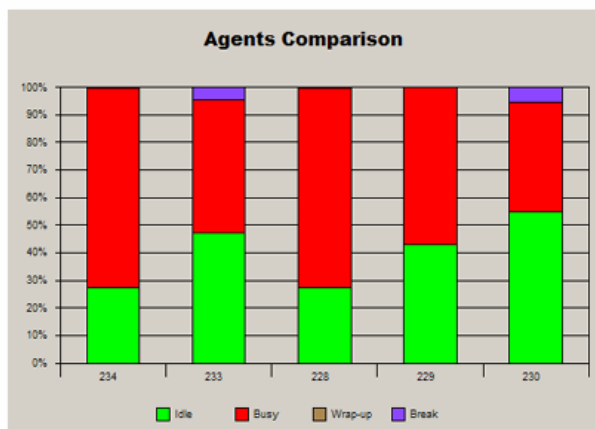
- **KX-TDA PBX** with Firmware Versions - 2.0080 and up
- **CCServer Host** (minimum) - P4 2 GHz, 512 MB RAM, 2 GB free HDD space
- **CCSupervisor Host** (minimum) – P3 500 MHz, 256 MB RAM, 400 MB free HDD space
- **CCAgent Host** (minimum) – P3 500 MHz, 256 MB RAM, 400 MB free HDD space
- **Microsoft Windows** 2000 Professional (Service Pack 4 and later), Windows XP Professional (Service Pack 1 or Service Pack 2), Microsoft Win2003 Server (Service Pack 1 and Service Pack 4) Domain Controller and Workgroup

Agent with extension 102 talks to Customer

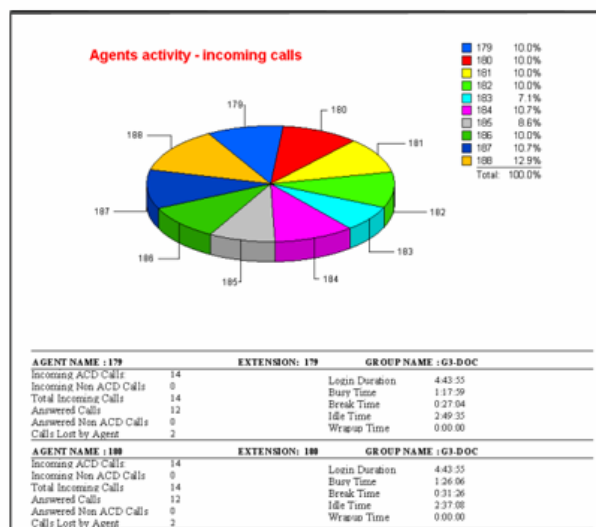


No calls in Group Queue, two Agents in Group

Compare the Agents activity and verify metrics of interest



Visually inspect the reports or export them



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