

Call SWEET! Live for IP Office; Real Time Contact Center Management Solutions for Small and Midsize Businesses

Successful businesses both big and small put customer service at the top of list – it's the one way to keep customers loyal, attract new ones and differentiate themselves from their competition.

DATEL provides solutions to keep you in touch with your customers.

Learn More About Call SWEET! Live:

- » Explore the Software
- » Schedule a Demo
- » See Customer Success Stories

Check out more at: <http://www.datel-group.com>



If your business has Avaya IP Office, you need Call SWEET! Live to accurately monitor and report on phone activity for all your staff, incoming and outgoing calls; always keeping you up-to-date and informed on what is happening in your contact center. It is the right choice for small and midsize companies, whether you have 5 or 1000 employees in a single site or across multiple locations.

Call SWEET! Live gives you the information you need in an easy to understand, customizable display so you can gather valuable customer intelligence and make informed decisions on how best to handle call volume.



“If you can’t measure it, you can’t manage it”

As a business owner or contact center supervisor, retaining current customers and attracting new ones is in your hands. Without tracking call and agent activity, how can you measure success?

- How many calls did we take today?
- How many gave up?
- How long did they wait for?
- Who called...& from where?
- Is my current promotion attracting interest?
- Were my agents courteous?
- Are my staff working efficiently, can I maximize their productivity?
- When is my peak traffic?

These questions are easily answered with the fully integrated contact center solution from DATEL – Call SWEET! Live. At a glance, real time information is readily available to you, letting you know what is going on – Now, best of all, you do not need to look at a screen all day! Let Call SWEET live visually alert you when thresholds you have set are exceeded such as



unacceptable call waiting times, too many calls waiting, an agent unavailable for too long and more. Armed with this data, you can optimize your call center to adjust schedules, add agents to groups, etc. to achieve maximum customer satisfaction. And when you need a daily or weekly report, simply schedule Call SWEET! Live to email it to you in an Excel or Acrobat format. Instant reporting is also just a few clicks away - faster reporting equals faster results. Lead your company towards greater efficiency and higher profits today with the help of Call SWEET! Live.

Fast, but not Fun Facts

- A dissatisfied customer will tell 9-15 people about it, and approximately 13% of your dissatisfied customers will tell more than 20 people about their problem (1)
- Customer loyalty can be worth up to 10 times as much as a single purchase (1)
- It costs five to six times as much to get a new (first time) customer as it does to keep a current one (1)
- It takes 12 positive service incidents to make up for 1 negative incident (2)

Sources:

- 1) The White House Office of Consumer Affairs, Washington D.C.
- 2) Lee Resources Inc



DATEL

Software Solutions, LLC

AVAYA

DEVCONNECT

GOLD

Connecting Your Office Locations – and Reporting on them...

If you have an expanding business, you want to be sure your communications systems can grow with you. Avaya IP Office can seamlessly connect up to 32 locations, and Call SWEET! Live lets you report on all of them from a central location on a single user interface. You may have, or considering agents at home, with just a broadband connection, you can 'see' them as though they were in the Office!

Call SWEET! Live has been integrated and tested with IP Office 8.1 Server Edition, so you can be sure you make the right choice.

Answering the Call

Call SWEET! Live is packed with features and functions, easily customized to suit your individual needs.

Agent Status

Call SWEET! Live makes it simple to view the status of all agents in an individual hunt group or multiple



hunt groups at a time. View important details such as current status, duration of active calls, total durations for the day (incoming, outgoing, Interoffice), and more. Track and report agent activity for busy wrap up, do not disturb and/or logged off. Customize your own reason codes to know exactly what your agents are doing and when they are doing it!

The unique supervisor controls lets you remotely change the state of an agent, perhaps to log them into a group that needs more coverage, place them in unavailable and more.

Alarms and Alerts

Setting and monitoring service levels establishes expectations and goals for your workforce. Call SWEET! Live has built in alarms and alerts that can monitor critical areas, including the speed calls are answered, handle time required to complete a call, number of calls in queue and the duration of calls in queue. The color-coded graphical alerts keeps you informed and up-to-date on key contact center metrics so you can quickly make changes. Queue alarms can alert users by email, screen pop and audible alarm - choose one alert option or all three!



Cradle to grave Reporting

Real-time reporting is a key element of Call SWEET! Live. All call data collected, by agent and hunt group, can be viewed in a wide array of reports. With drill-down capabilities, each report can be as specific or as broad as you choose and easily exported in Excel and PDF files. Schedule reports to be automatically e-mailed or stored at specific times- daily, weekly, monthly or one-time only. See the reports you need, at the time you need them.

Queue Management

Call SWEET! Live gives you up-to-the-second queue details. Agents are made aware of calls instantly and supervisors can monitor queue statistics by

hunt group. Alarms can be set to indicate when the queue is past the acceptable range determined by supervisors or managers and alerts users by graphical display, email, screen pop and/or audible alarm. The queue level alarms and alerts can be customized for each hunt group, as a service call may need to be answered.

Optional Business Critical Additions

DATEL is not just about contact center reporting, it is about providing a comprehensive solution to excel at customer service and differentiate your contact center from your competition. For more

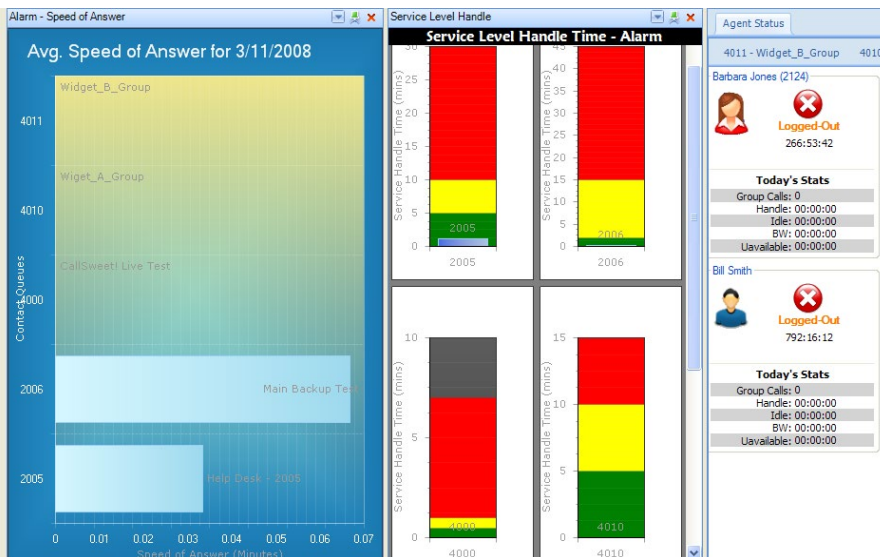
information on each of these, click on the link, and you'll be taken right there.

- **CRM Integration** - Call SWEET! Live integrates to Salesforce.com, Microsoft Dynamics® CRM and other ODBC Compliant CRM solutions. Caller information is 'popped' to the screen before the agent has answered the call, speeding response and improving customer service.

- **Voice Recording** – Improve agent and customer interactions and avoid potential conflicts. Using IP Office Preferred Edition and DATEL's voice recording, easily search, listen and retrieve voice recording with the intuitive interface.

- **Automated Dialer** – Let DATEL do the work and automatically call your customers. Save time and reduce misdial errors by providing each agent with a pre-defined calling list.

- **Click-to-dial** – Simply highlight a number in virtually any application and 'click-to-dial' – its that simple!



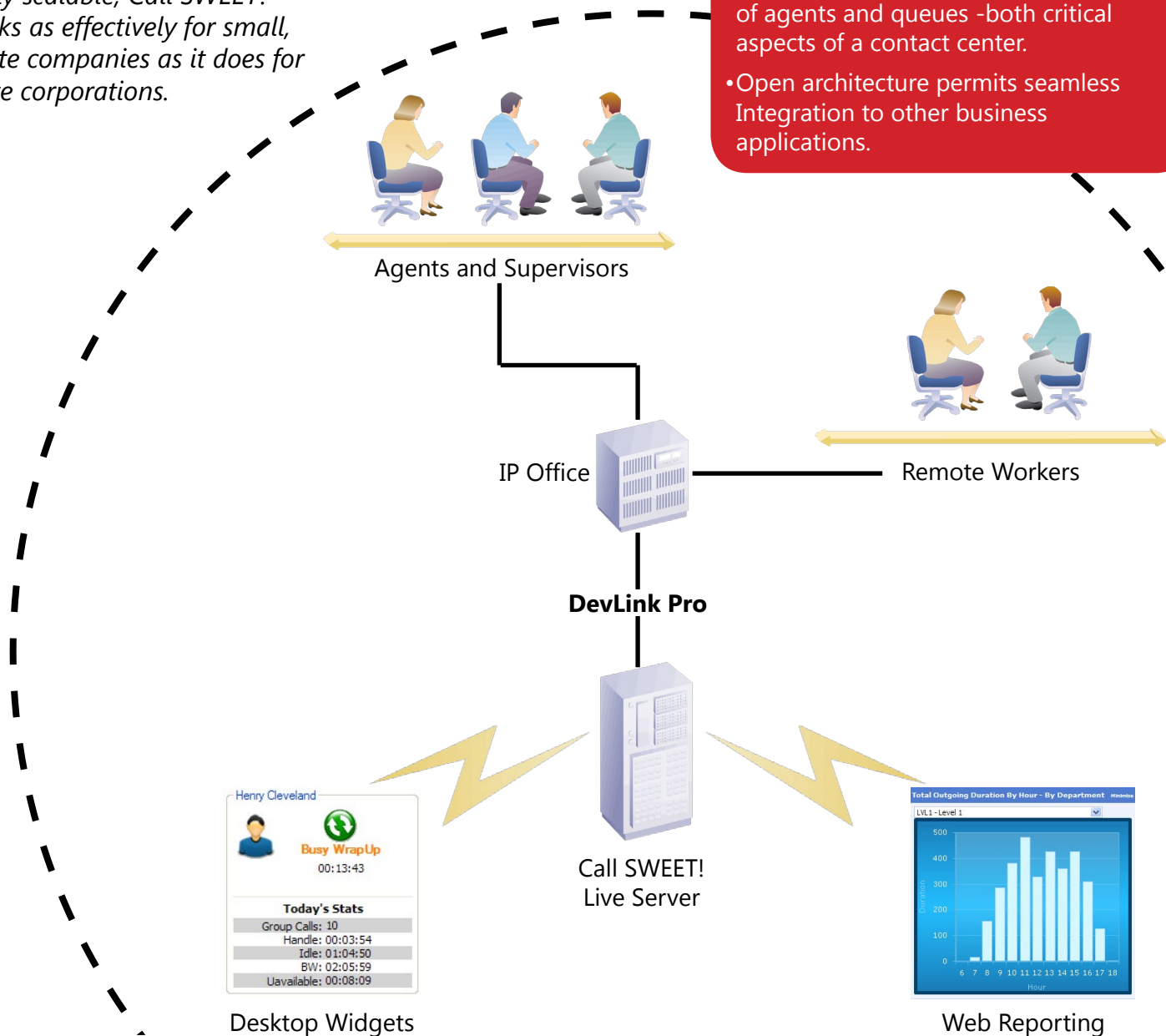


Call SWEET! Live Architecture

Call SWEET Live's architecture is shared with Call SWEET! to allow for real-time and historical data collecting and reporting. The user interface is intuitive and simple to use - start monitoring agents, creating reports, and much more on day one!

Extremely scalable, Call SWEET! Live works as effectively for small, single-site companies as it does for multi-site corporations.

- Remote user reporting via IP extensions Of multi-site configuration
- Receiving information via DevLink Pro in real-time allows for accurate monitoring of agents and queues -both critical aspects of a contact center.
- Open architecture permits seamless Integration to other business applications.



We keep it simple.

DATEL keeps the deployment process uncomplicated by installing fully configured, ready-to-use applications remotely or on-site.

DATEL's licensing is clear and straightforward- we are only concerned about concurrent monitored agents. Every agent has full user capabilities upon installation, but security roles and permissions can be defined and changed easily within the application.

A Devlink Pro license is required for each IP Office. Devlink Pro licenses must be acquired from Avaya.

Forever SWEET! Customer Care offers an economic advantage to ensure that your system will always perform at its best. Features include:

Software Updates

- Automatic product updates as they occur
- Automatic hot fixes as they occur

Technical Support

- Unlimited technical support by phone
- Unlimited remote access support

Dial Plan Service

- North American Dial Plan monthly updates, as well as additional tariff and rate updates

About DATEL

DATEL Software Solutions, LLC provides world-class telecommunication management software to valued customers. Powerful and accurate products, combined with excellent customer service, define our business. For more information, please visit www.datel-group.com.