

# IP Contact Center™

An Adler Networks Hosted Service

Here is a versatile automatic contact distribution (ACD) service that provides advanced contact-handling and management, with no hardware, no up-front capital expenses and no installation or integration issues.

## Make Your Move To An Easy And Economical Contact Center Service

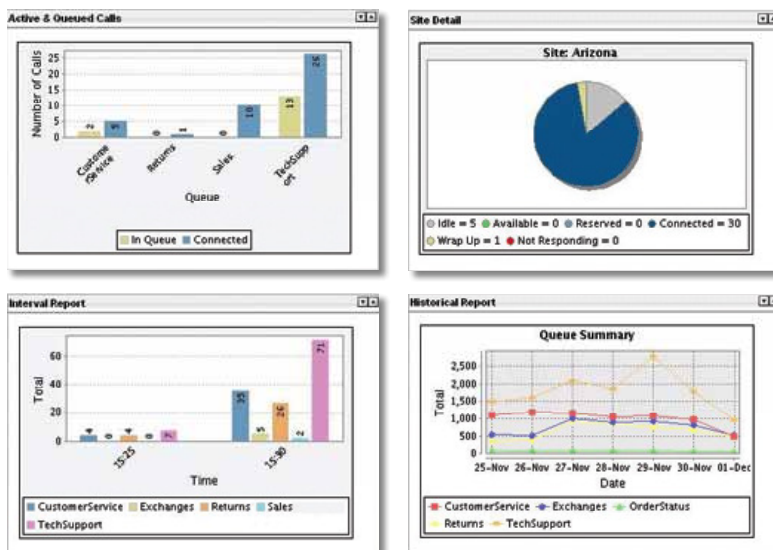
Many smaller businesses are challenged when it comes to finding advanced but cost-effective contact center services. No longer. IP Contact Center from Adler Networks allows you to make your move to automatic contact distribution easily and economically, seamlessly extending call center operations by creating a virtual call center with agents working from any desk, in any office, offshore or at home.

## Make Your Move To A Solution That Is Loaded

IP Contact Center provides growing businesses with an impressive list of call center features:

- Global Agent Management, including a full-featured remote agent; agent state management, basic screen pop, agent-initiated transfer, conference, consultation, and hold
- Global Call Treatment, including flexible call scripting, IVR treatment through VoiceXML scripts and global call queuing
- Global Call Distribution, including dynamic, static, priority, precedence, skill-based, agent-level and schedule routing
- Global Supervisor Management Dashboard, including global operational management, real-time dashboard, real-time and historical reporting and global quality monitoring
- Global Administrator Management Dashboard, including intraday traffic management, routing strategy provisioning and agent, team and skill group provisioning

A few of many screens available as part of the IPCC service are displayed below.



Adler Networks is a nationwide IP-based network operator that, thanks to our nationwide, high-performance IP network and CLEC footprint, delivers enhanced IP applications to small and medium sized businesses through channels of strategic partners and resellers, as well as VoIP and TDM services to carriers.

### The Bottom Line On IP Contact Center

This service works as hard at the bottom line as it does at the operational level. Your growing business benefits from an offering that delivers:

- A cost-effective ACD solution
- Advanced contact handling and management features
- No hardware, no up-front costs, no installation and no integration
- More customer satisfaction
- Greater productivity

Whether you are operating one location, many locations or a work-from-home staff, IP Contact Center is the right move to make.

Make Your Move. Call Us At (888) 490-3090 To Find Out More About Our Hosted IP PBX Services And The Entire Portfolio Of Adler Networks Services.

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