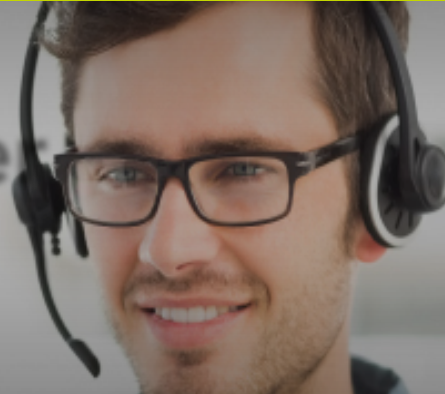


Hosted Call Center

CLOUD-BASED SOLUTION



Momentum's Hosted Call Center provides best-in-class functionality and efficiency for your business.

Unlike existing on-premise call center solutions that are sometimes hosted and managed by the customer, Momentum's Hosted Call Center is a purpose built cloud-based solution that provides advanced call center capabilities, leveraging all the functionality of the Momentum platform.

Efficiently Manage Your Customer Interaction

Driven by the significant technical and commercial advantages of the hosted architecture – such as virtual queues, remote agents and supervisors, and reduced capital and operational costs – hosted call centers are becoming more popular than ever. Whether you are a small business queuing calls for a receptionist, a wholesale call center handling calls for multiple companies, or a more specialized environment such as a call center with mobile agents – every business can benefit from Momentum's Call Center services.

Momentum's cloud-based Call Center offers three Agent types: Basic, Standard, and Premium. At various levels, the Call Center serves as a solution for individuals and small groups who may only need simple call distribution and queuing features, as well as large formal call centers that need complex call distribution, desktop clients and advanced reporting on queues and agents.

FEATURES

- » **Automatic Call Distribution (ACD):**
Quickly route callers to the appropriate agent in the right priority, using a flexible set of routing policies.
- » **Queuing:**
Ensure that incoming callers never receive a busy signal or no answer, and are greeted with appropriate announcements and hold media.
- » **Web-based Agent & Supervisor Desk Clients:**
Provide a next-generation look and feel for call center management and options for when, where and how users manage their customers, agents and queues.
- » **Virtual Queues:**
Queues can include agents and supervisors that span multiple locations, allowing employees to work from anywhere.
- » **Powerful Reporting Engine:**
Supervisors and Managers can monitor real-time queue and agent activity, as well as generate in-depth historical data and trends on queues and agents, allowing them to improve performance and ensure calls are handled efficiently.
- » **IVR/Auto Attendant:**
Brings together communications tools into a single interface.
- » **Unified Communications**
Guide callers through with self service applications, using voice prompts to identify the appropriate queue or agent.

