



With the discontinuation of Avaya's email response management solution (known as Mustang Message Center or MMC) your company must make an important decision that will affect the future of your customer care operation. It's critical to select a replacement for MMC that satisfies your e-mail management requirements, and positions you for long term success.

iService—Designed By Experienced MMC Users



As a previous user and MMC Service Bureau hosting center, One-to-One Service.com is uniquely positioned to provide this solution. Our experience using MMC and operating it for our clients gives us insight that very few companies can provide. iService includes all of the features you loved about MMC, such as the ACD routing concepts, and adds important enhancements missing in the MMC application. Since it is built using the latest technologies, such as AJAX, .NET Framework, and a service oriented architecture using web services, you can be confident in the future of your support platform.

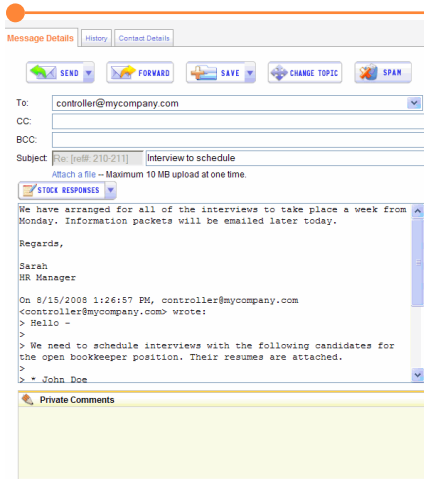
Key iService Design Concepts Make Your Transition Easy

iService includes many of the same concepts used by MMC. Incoming messages are assigned to queues based on the monitored mailbox and evaluation of the message content. Automatic response messages are created with variables and sent based on the topic of the message. Mailboxes are monitoring using an NT service, and incoming mail is automatically converted into a ticket within the iService database. A process that is very similar to the way MMC functioned.

These familiar processes are augmented by a full suite of features, like self-service websites and extensive contact management features. Contact One-to-One Service.com today and learn more about how you can transition to a solution that meets your needs today and beyond.

iService is the natural upgrade path for MMC users because:

- ◆ iService supports the same business process flow with **ACD style message routing**, making the transition easy for your staff.
- ◆ iService utilizes the **same "Message Pool" concept** as MMC, which will simplify your conversion process.
- ◆ iService adds **new features, such as a knowledge base and customer information screen**, that were lacking in MMC.



The intuitive web interface provides an extensive feature set with a very low learning curve.