



iService Overview



Your customers expect fast and accurate responses to their inquiries. And most likely, your current infrastructure was not designed to manage the increasingly large volumes of email and web requests generated from online channels. iService[®] provides a complete email response management solution along with workflow capabilities to improve how you deliver service and conduct business. With iService, your staff can handle larger workloads with less effort.

On-Demand or On-Premise

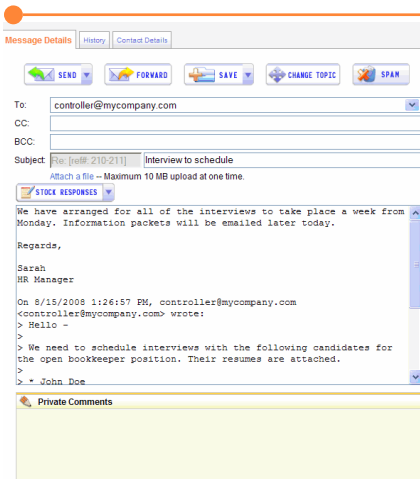
... it's your choice

Get the power of iService today without burdening your IT organization. **iService OnDemand[™]** allows you to get up and running quickly, without acquiring new hardware, installing new software, or impacting your other IT projects. Our on-demand solution provides a hosted system for all of your email response and eCRM needs with complete access to all aspects of the application. We handle system administration, maintenance, and upgrades within a fully-secure IT infrastructure.

If you'd prefer to operate the system in-house, you'll find the installation process quick and easy with professional services from our experienced team. Take advantage of our hosted, no-risk, free trial, and we'll even provide your database ready for installation if you purchase a license.

iService Key Benefits

- ◆ **Deliver fast, accurate responses** to every email inquiry.
- ◆ Provide a **self-help knowledge base** which reduces cost and increases customer satisfaction.
- ◆ Utilize **email auto responses** to keep customers informed and reduce follow up emails.
- ◆ Use **skills-based routing** to decrease resolution time by directing email to the right person.
- ◆ Use **single-click response templates** to increase agent productivity and response accuracy.
- ◆ Ensure **outbound email is archived** and integrated with contact history.
- ◆ Leverage **interaction history** to provide quality assurance.
- ◆ Utilize **reporting and performance monitoring** to provide visibility to all levels of management and empower rapid decision making.
- ◆ Use **agent created tickets** to ensure customer issues are handled promptly.
- ◆ Leverage a **web-based interface** that allows agents to work from any location.
- ◆ Use **secure messaging** to discuss any topic with customers with complete confidentiality.
- ◆ Use **customizable contact records** that provide the exact view of your customers you want to see.
- ◆ Deploy enterprise-wide with **separate configuration for each department** in your organization.



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

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