



Computer Telephony Integration Solutions

Flexible Configuration Options with Powerful Features

Simple Screen Pop – Deliver accurate customer profile and contact center information to the agent desktop

Integrated Screen Pop – Deliver customized embedded screen pop in multiple business applications

Call Context Capture – Collect contact data from automatic call distributors (ACDs), interactive voice response (IVR) and customer databases to route the call and display contact information to CSR

Dial Anywhere – Dial from any application, with a click of the mouse

Intelligent Transfers – Enable agents to cold transfer calls with full contact information

Multi-site Transfers – Transfer calls between contact centers with full screen pop and call context

Agent Flexibility – Fully support remote and at home agents

Multi-channel – Combined with the UpStart Contact Center Agent desktop, allows routing of all customer channels - phone, IVR, email and chat – to the same or different CSR groups

Analytics capabilities to track all interactions

“We’ve not been able to find a CTI partner who has delivered better than Upstream Works”

*Senior Sales Engineer
Hiscall Inc. Nashville, TN*

Upstream Works CTI Solutions Bridge the Gap Between Computer and Phone

Upstream Works provides Computer Telephony Integration (CTI) solutions for some of the largest call centers in the world, yet is cost effective for some of the smallest.

Key Benefits

- Reduce agent average handle time (AHT) by eliminating key strokes and retrieving relevant contact information from existing applications
- Reduce implementation and training costs by integrating telephony features with existing applications and infrastructure
- Support business process improvement by automating advanced rules for routing calls

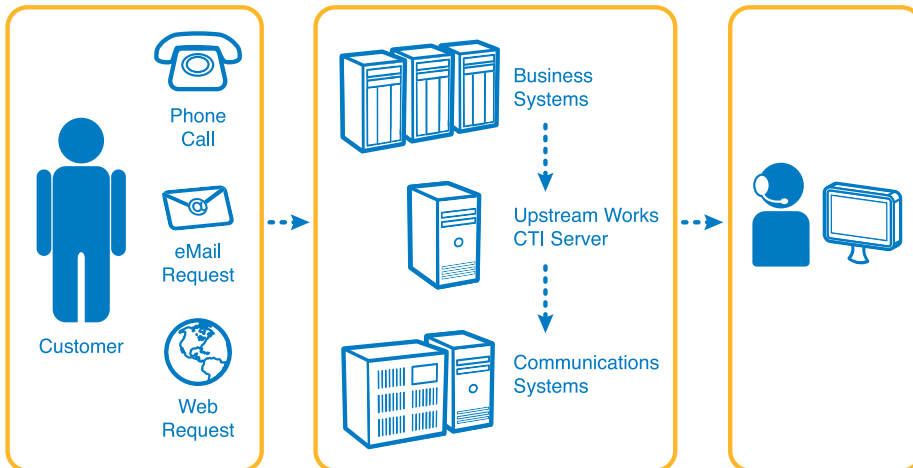
Why Upstream Works CTI Solutions

- We provide a pre-implementation workflow assessment to maximize process improvements
- We guarantee the entire solution – software, integration work and post implementation support
- We provide you with a firm price estimate of all costs and stand by it
- We can deliver in tight timeframes
- We excel in complex projects involving legacy systems



Integration is the Key

- CRM and ERP applications
- Voice Portal Applications (IVR Systems)
- Voice Recording Systems
- Legacy database and business systems
- IBM 3270, 5250, VAX , Citrix sessions
- Workforce Management Tools
- PBX and VoIP based ACD/ SBR systems
- Hosted voice self-service systems



Specifications

- Native support for Cisco UCCE/ UCCX and Avaya including Aura legacy, Nortel and Avaya systems.
- Support for multiple desktop applications through Windows desktop or web services integration
- Fully compliant with TDM contact center applications and Voice Over IP (SIP) solutions
- Scalable up to 1000 concurrent agents on a single server
- Can be configured on standard blade server or with full virtualization
- Supports multi-site contact centers
- Centralized configuration for custom built applications
- Concurrent licensing

“Upstream Works CTI provides a standard framework against which Sutherland can develop CTI applications for its customers.”

The Sutherland Group



Upstream Works

www.upstreamworks.com

About Upstream Works

Upstream Works delivers contact center solutions and customer experience analytics that reduce costs and improve customer retention. Typical implementations deliver full project payback in 6 months.

Upstream Works Solutions

CTI Solutions

Upstream Works Interaction Management Automation Services (IMAS) provides the most flexible and user friendly CTI solution available in the industry, supporting a feature rich and expandable contact center infrastructure.

Agent Desktop Solutions

UpStart Contact Center Agent provides a role tailored multi-channel agent desktop application for the contact center agent, improving service delivery while collecting complete interaction context for every customer.

Business Interaction Manager

Upstream Works Business Interaction Manager is a suite of products designed to collect interactions from across an organization, wherever they occur, in real time, and provide that information to business users from executives to front line customer service staff in an easy to use and role tailored fashion to improve productivity and customer experience.

With users tracking millions of interactions monthly, Business Interaction Manager has been used to directly improve productivity, eliminate unnecessary contacts, reduce training costs and improve contact resolution metrics.