

# Company Overview



## Proven Customer Success in Reducing Costs and Improving the Customer Experience

Recent customer improvements include:

### Client in Healthcare Industry:

3% Reduction in Call Volumes through a  
10% Reduction in Repeat Calls  
Project Payback - 8 Months

### Client in Utility Industry:

10% Reduction in Call Volumes through a  
50% Reduction in Repeat Calls  
Project Payback - 6 Months

### Client in Utility Industry:

20% Reduction in AHT  
50% FCR Improvement  
Project Payback - 3 Months

### Client in Insurance Industry:

12% Reduction in AHT  
20% Reduction in Repeat Calls  
Project Payback - 6 Months

***“Upstream Works helped us marry the balance between cost and level of service provided.”***

Contact Center Director  
Reliance Home Comfort

## Solutions that Improve the Customer Experience

Upstream Works delivers contact center solutions and customer experience analytics that reduce costs and improve customer retention.

We provide organizations with visibility, accountability and control over all customer interactions regardless of source - phone call, IVR, email, web self-service, chat or social media. Our solution allows them to understand in real-time:

- What's driving customer contact traffic
- How to reduce repeat contacts
- How to right-channel customer interactions
- How to improve customer satisfaction
- How to improve the efficiency of the contact center
- How to identify broken processes which are important to the customer experience

That's why in over 11 years of serving organizations across a number of industries, our implementations typically deliver full project payback in about 6 months.

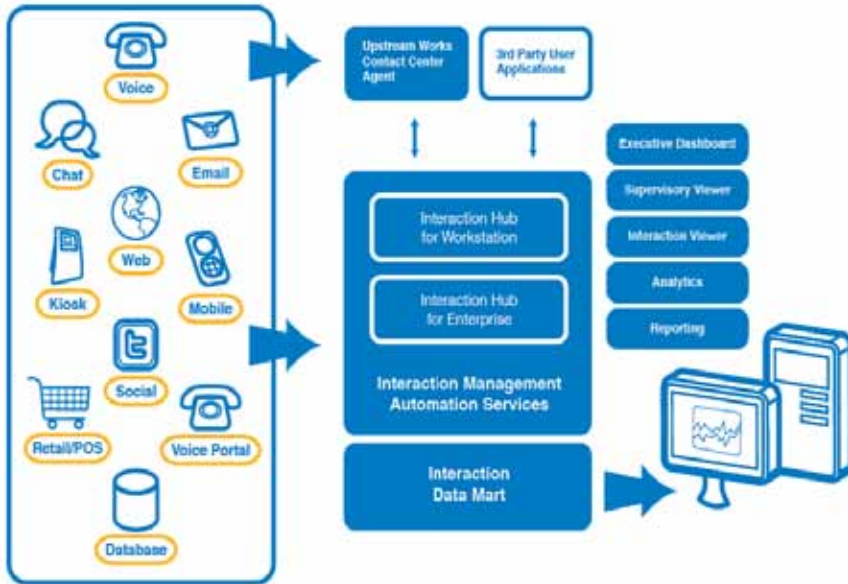
We offer a complete solution comprised of pre-implementation workflow assessment to maximize process improvements, software, integration services to each specific environment and post implementation support. We provide our customers with a firm price estimate of all costs and stand by it. Once implemented, we guarantee the entire solution.



## Upstream Works Suite of Products Include:

### Business Interaction Manager

Collects customer interactions from across an organization, wherever they occur, in real time, and provides 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.



### Interaction Hub for Contact Center

Captures information from a business's existing applications without changing what the Agent is doing today.

### Upstream Works' UpStart Contact Center Agent

Provides a unique, role tailored agent desktop application for the contact center. Customer Service Representatives improve service delivery and performance while collecting full interaction context for every customer interaction.

### Interaction Hub for Enterprise

Collect and correlates any type of self service interaction information. Supports IVR applications, making information available to an agent taking 'zero out' or previous self service transactions. Supports web applications to capture meaningful business results from online web interactions. Places all self service interactions on an even footing with assisted service provided by the contact center so that all customer channels can be fully analyzed and business decisions made based on channel containment.

### Interaction Management Automation Services

Connects to the various elements used in a contact center and shares information across those elements.



## 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

CSR's are the lifeblood of a contact center. Upstream Works Agent Desktop Solutions reduce average handle times and improve productivity while empowering agents and improving compliance.

### Customer Experience Analytics

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 first contact resolution metrics.



# Upstream Works

www.upstreamworks.com