

OpenScape Contact Center Suite

The most flexible, scalable, and comprehensive contact center suite for all your contact center needs



Brief Overview

OpenScape Contact Center Suite is a comprehensive set of solutions including multi-channel inbound, outbound, self-service, and workforce optimization implemented on premise, in the cloud, or hybrid.

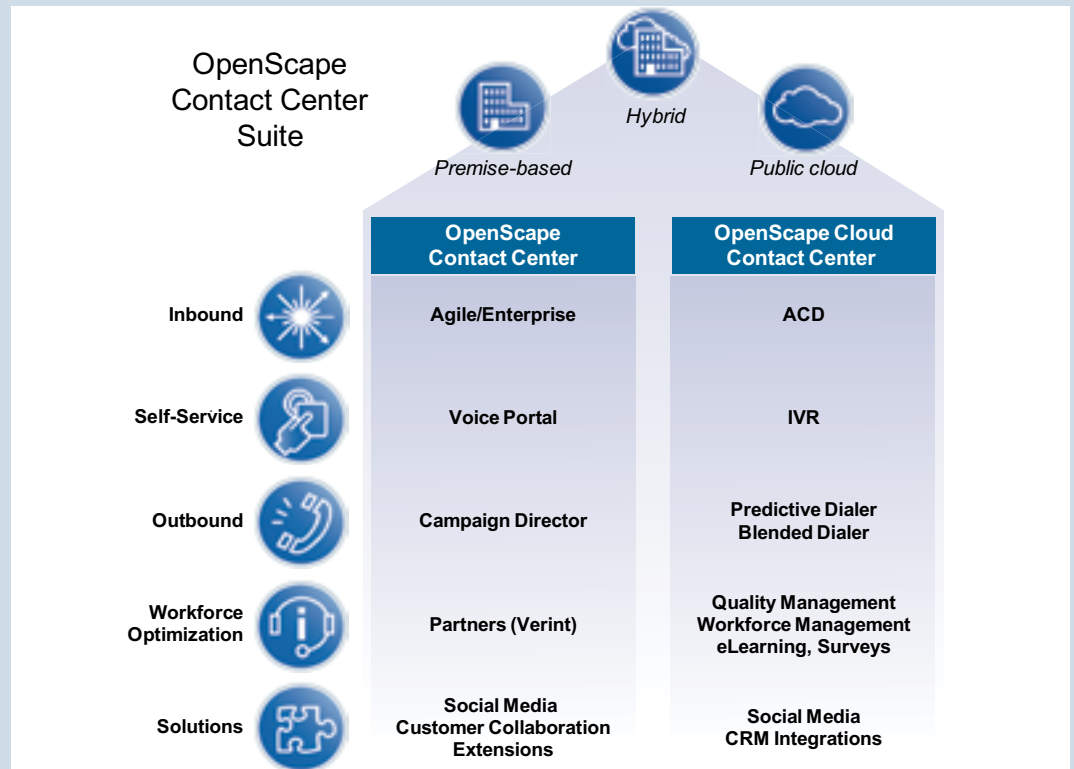
Key Features

- Inbound: multi-channel skills based routing of voice, email, chat, FAX, voicemail, and social media
- Self-Service: standalone or fully integrated Voice Portal/IVR platform with Speech
- Outbound: standalone or fully blended Campaign Management solutions
- Workforce Optimization: Quality and Workforce Management, eLearning, and Customer Survey solutions
- Social Media Solutions
- Customer Collaboration Solutions

Award-winning contact center software solutions that improve agent performance, reduce operational expenditures, and increase profitability

Achieve your business goals with Siemens Enterprise Communications' OpenScape Contact Center Suite. Our proven suite of contact center software applications and services offer you unprecedented capabilities to help you increase the strength and profitability of your business.

The OpenScape Contact Center Suite encompasses a wide array of fully integrated best-of-breed contact center applications:



Flexibility, Scalability, Reliability, Security

Everything you need to run a world class contact center



Flexible and Scalable

- Small (5 agents) to very large (7,500 agents)
- Single site to multi-site to home agents
- Informal to mission critical
- Single channel to multi-channel (voice, email, chat, FAX, voicemail, and social media)
- Inbound to outbound to blended inbound/outbound
- Self-service to agent-assisted
- Contact Center solutions for all industries
- Flexible Deployment Options: Premise, Cloud, or Hybrid
- Flexible Uses: Sales, Service, Support, Billing, Collections, Fundraising, Marketing, Claims, Help Desk, Inquiries, Reservations, etc.
- Experienced, highly skilled Professional Services organization to implement your contact center and integrate it with your business applications

Reliable and Secure

- Thousands of organizations have trusted Siemens Enterprise Communications with their contact center needs
- Our OpenScape Cloud Contact Center has the highest product reliability in the industry* and comes with a 99.99% availability SLA
- Geographic redundancy ensures uptime even in the event of a natural disaster
- Collectively, our contact center solutions reliably handle over 25 billion contacts per year
- Dedicated Trust Office ensures the highest standards for security, availability and reliability
- 24/7/365 Network Operations Center

*Value Index for Agent Performance Management in 2010 by Ventana Research

About Siemens Enterprise Communications
Siemens Enterprise Communications helps contact centers around the globe create profitable customer experiences through its powerful portfolio of premise and cloud-based contact center software solutions. The company's services and solutions enable contact centers to operate more efficiently, optimize the cost and quality of every customer interaction, create new pathways to profit and ensure ongoing customer-centric business improvement and growth. To learn more, visit www.siemens-enterprise.com.

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