

OpenScape Cloud Contact Center

Creating Profitable Customer Experiences



Siemens Enterprise Communications
www.siemens-enterprise.com

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The superior customer experience everyone is talking about... isn't just talk



The industry experts have spoken - delivering a consistently satisfying customer experience is the new competitive battleground. You can seize an early and sustained advantage with a differentiated and profitable customer experience. It isn't just talk; with Siemens Enterprise Communications, it's possible. With Siemens Enterprise Communications OpenScape Cloud Contact Center, the call routing, self service and agent optimization solutions will give you the competitive edge you need to:

- Understand customer preferences, touch points and channels
- Optimize the mix of self-service and agent-managed contacts
- Deliver customer-centric business insights

Siemens Enterprise Communications OpenScape Cloud Contact Center will help you transform the profitability of your contact centers with unexpected ease and speed.

Take advantage of the cost and flexibility benefits that only a cloud contact center can deliver. Thanks to our top-rated cloud contact center platform, we can help you achieve your business results at a substantially lower cost of ownership.

We provide more tools than anyone else to achieve the best customer experience possible: an ACD with skills-based routing, IVR with speech recognition, CTI capabilities, reporting, WFM, eLearning, and customer feedback measurement tools.

With OpenScape Cloud Contact Center, your contact center will operate more efficiently than you ever thought possible. You can delight your customers with consistently high quality interactions. We will help you discover and create new pathways to profit. Because the shortest distance between you and your highest business goals is straight through the cloud.

At a Glance

- Most complete set of cloud-based contact center applications
- Award-winning platform
- Highest uptime guarantee than any other cloud contact center provider
- Enterprise class, highly secure platform and infrastructure
- Reduces cost and improves the quality of customer interactions

Access all the tools you need in the cloud

Siemens Enterprise Communications cloud-based contact center solutions are helping hundreds of companies around the globe increase market share and profitability. You don't have to be a big company or invest big in hardware or software that requires costly maintenance. It's easier than you ever thought to add capabilities you only imagined.

- ACD: Intelligent and flexible skills-based routing enables you to get your callers to the right person, regardless of where they're located.
- IVR: Our IVR enables you to create the perfect mix of self-service and agent-managed contacts.
- CRM Integration: Our platform is integrated with over 100 top Customer Relationship Management (CRM) systems. Agents can personalize every interaction, making them more satisfying and productive.
- ECHO Customer Feedback: Real-time surveys allow you to hear the voice of your customers and share those insights to improve service.
- Dialers: Keep agents working on your most profitable activities with our inbound/outbound blended and predictive dialers.
- Network Connectivity: A full suite of cost-saving solutions gives you the choice on how you communicate worldwide.
- Workforce Management: Efficient tools to optimize your workforce and automate agent scheduling to save time and money.
- Quality Management: Helps you create a predictable branded customer experience every time.

OpenScape Cloud Contact Center Platform

Applications/Products:

- ACD, IVR & CTI Software
- Predictive & Blended Dialer
- Echo Customer Survey
- Quality Management
- Workforce Management
- E-Learning
- Reports
- Salesforce Adapter
- Microsoft Dynamics™ Adapter

The power to put your customers first

At Siemens Enterprise Communications, we help our customers reach their goals of developing more satisfied customers. And when it comes to customer satisfaction, we practice what we help you achieve. From initial design to ongoing support, customer satisfaction is our top priority.

Our platform

Our award-winning cloud contact center platform handles over 1 billion calls per year, with the highest published reliability in the industry. Our hosted contact center software solutions enable you to increase uptime, reduce security vulnerability, and increase the strength and profitability of your business. Our cloud contact center gives you affordable access to some of the most sophisticated contact center capabilities in the industry.

Our professionals

Our call center consultants understand all of the dimensions of successful contact center design and operations: software, telecommunications systems, call flow design, workforce optimization, the customer experience and integrating customer touch points.

Our consultants will work with you to analyze your business needs and deliver a solution that works for you. We can show you how your goals compare to the best in the industry and offer sound business advice based on real world experience.

Experience the industry's best service

Siemens Enterprise Communications meets the industry's highest service level agreements at 99.99%. Over 90 percent of calls to our help desk are answered within 30 seconds. We also excel at customer self-service options. You can manage your account online 24 x 7 x 365 including a real-time status update of support cases.



Enrich your customer service without inflating your budget



While your relationship with your customer is flourishing, your contact center overhead will be diminishing. Dramatically reduce operating expenses by eliminating the maintenance costs associated with premise-based equipment. According to Frost & Sullivan, "Hosted contact center services deliver significantly lower TCO... The findings essentially imply that as the size of your contact center organization grows, you only have greater cost savings to realize with the hosted model."¹

Lower investment and operating costs

With OpenScape Cloud Contact Center, there is no upfront capital investment, no ongoing equipment maintenance or upgrade costs. In fact, some of our customers have reduced their total cost of ownership by as much as 58%!

Control your own destiny

Stop paying and waiting for even small changes to be made to your contact center. Everything from scripting to call flow changes can be done with ease and speed by your own staff. The intuitive user interfaces will save you time and money over old-fashioned work order-based programming.

Extend your reach without overextending your staff

Extend your contact center to any location (including at-home agents), and run multi-site contact centers with the ease and efficiency of a single site. Connect any mix of offices and agents anywhere around the globe on a single network. Scale capacity instantly to meet the ebb and flow of your business.

Alleviate worries over uptime and security

With on-premise equipment, it can be prohibitively expensive to build a redundant network. Our network, data centers and databases are all redundant, so there is no

single point of failure. In fact, we have the highest product reliability in the industry². Our security measures are extensively monitored by dedicated Trust Office staff. Security includes SAS70 audited data centers, PCI compliance, and Safe Harbor certification.

Use only the capacity you need, when you need it

Our Pay-As-You-Go model lets you scale capacity to real-time demand, so you don't have to overprovision systems for seasonal demand or other peak traffic periods. With Siemens Enterprise Communications, you only pay for what you actually use, including support contracts. This can add up to thousands and thousands of dollars in savings every year.

¹ Frost & Sullivan, Premise vs. Hosted Contact Center: Total Cost of Ownership Analysis

² Ventana Research, Value Index for Agent Performance Management in 2010 Report



Our Professional Services team has developed a best practice process that works for clients of every size and stage of evolution.

- Analyze your immediate and future needs to design the right solution
- Move at your speed, deploying within 60 days (or even faster if needed)
- See you through each and every step, from requirements to deployment
- Provide onsite and remote support through all phases of implementation
- Use formal training and knowledge transfer to prepare your team to manage your new system going forward

Over 1 billion calls handled per year: the highest published reliability in the industry.

"Companies should have inContact on the shortlist of hosted contact center service providers."

Ovum Research

"We now have the tools available to us to allow us to change the customer experience..."

Corran Ashby
Call Center Manager
Atlantic Automotive

"<they> solved our holiday call overload problem with its on-demand scalability. With integrated support for our outsourced contact center and comprehensive agent performance metrics and reporting, we have the tools to be much more efficient than ever before."

"...we have been able to buy a service instead of an asset. That allows us to focus on delivering superior sales and service."

Kirk McNesby
Technical Operations
Activision

Chris Spear
Director of Program Management
Extra Space Storage

Siemens Enterprise Communications:

Siemens Enterprise Communications is a premier provider of end-to-end enterprise communications solutions that use open, standards-based architectures to unify communications and business applications for a seamless collaboration experience. This award-winning "Open Communications" approach enables organizations to improve productivity and reduce costs through easy-to-deploy solutions that work within existing IT environments, delivering operational efficiencies. It is the foundation for the company's OpenPath commitment that enables customers to mitigate risk and cost-effectively adopt unified communications. This promise is underwritten through our OpenScale service portfolio, which includes international, managed and outsource capability. Siemens Enterprise Communications is owned by a joint venture of The Gores Group and Siemens AG. The joint venture also encompasses Enterasys Networks, which provides network infrastructure and security systems, delivering a perfect basis for joint communications solutions.

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