

## Whatever Your Contact Center Needs, eLoyalty's Cloud Bundles Are the Solution

Created to deliver a comprehensive bundle of everything organizations need in two distinct levels of service, eLoyalty's portfolio of packaged solutions provides surprise-free fixed implementation and service costs, all while maintaining the cloud's ability to scale and add functionality as required. **Our two feature-rich bundles are:**

eLoyalty's Cloud Direct and Cloud Select allow for clients to opt for the bundle best suited for their business needs.

**1. eLoyalty Cloud Direct, Cisco Powered™** Created for an enterprise requiring minimal customizations and channels, eLoyalty Cloud Direct is a perfect no-frills choice to provide optimal uptime while enhancing the customer experience.

**2. eLoyalty Cloud Select, Cisco Powered™** Created for organizations demanding cutting-edge technology solutions, eLoyalty Cloud Select is the most inclusive of our bundles, providing every channel, every option, and every feature for a peerless, competition-crushing customer experience.

Following is a breakdown of the features in each offering:

Feature	Direct	Select
ACD	✓	✓
Unified Communications	✓	✓
Voicemail	✓	✓
Self Service (IVR)	✓	✓
icDesktop* Web Agent Desktop	✓	✓
icPortal* Web Administration	✓	✓
Dynamic Routing	✓	✓
Reporting	✓	✓
Advanced Reporting		✓
Call Recording	O	✓
Quality Management	O	✓
Mobile Agent	O	O
Chat		✓
Email		✓
SMS		O
Social		O
FAX	O	O
CRM Integration	O	O
Workforce Management		✓
Outbound	✓	✓
icCallMe* Scheduled Callbacks		O
Active-Active Fully Redundant ACD	✓	✓
Support	24 x 7 x 365	24 x 7 x 365
Fixed Launch Costs	✓	✓

\* denotes eLoyalty developed, supported and ™ or © features

O = Optional



eLoyalty's Cloud Direct and Cloud Select bundles allow clients to opt for the bundle best suited for their business needs. eLoyalty's predefined bundles give clients the ability to take advantage of the efficiencies of cost and implementation made possible by standardization for a best-of-both-worlds solution, while simultaneously serving as a starting point to further customize a solution specific to a customer's needs.

### Why eLoyalty?

eLoyalty, a TeleTech company, was the first North American partner to achieve Cisco HCS Certification and Contact Center as a Service Designation, has received the Cisco Advanced Technology Partner Certification for Contact Center Enterprise and Customer Voice Portal, and the Cisco Customer Satisfaction Award every year since 2007. We are the only Cisco Cloud Partner offering a solution with this type of increased flexibility and capability incorporated directly into the HCS platform. With a 95 percent client renewal rate, eLoyalty has proven itself a deserving partner as it helps chart customer experience technology roadmaps, implementing cloud systems to provide safer, faster, smarter, and more agile service interactions.

**For more information,** visit [eloyalty.com](http://eloyalty.com) or email [solutions@eloyalty.com](mailto:solutions@eloyalty.com)

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