TeleTech Technology

DATA SHEET

The Sky's the Limit with eLoyalty's Cloud Solutions

Powered by Cisco®, eLoyalty's cloud solutions deliver exceptional customer experience outcomes.

Platform Advantages:

1. Active/Active with full disaster contingency
2. Secure/PCI/ customer isolation

eLoyalty cloud solutions offer:

- Frictionless access across technologies
- Proactive outreach engagement to customers
- Constant collaboration between data
- Personalized customer experience tools

eLoyalty's "One Size Fits You" Cloud Bundles:

- eLoyalty Cloud Direct, Cisco Powered™
- eLoyalty Cloud Direct Plus, Cisco Powered™
- eLoyalty Cloud Select, Cisco Powered™

Why cloud?

Is your outdated legacy system prone to failure, sporting different back-end programs cobbled together like a Frankenstein's monster? Or perhaps you have a new infrastructure that isn't able to keep up with the latest multichannel advances, hindering your ability to bring your customer experience to the next level?

eLoyalty's cloud solutions portfolio focuses on customer experience outcomes, so your company can overcome challenges and deliver a transformational customer experience. They are designed so that your customers are not subjected to long waits, luck-of-the-draw associates, and repeating themselves at every turn. Instead, our cloud solutions give contact center associates tools to effectively respond to customer needs, while giving executives improved insight and control - all at a lower cost.

What is our cloud, exactly?

eLoyalty's cloud solutions are a package of everything a company needs to operate a leading-edge contact center. Our portfolio of packaged solutions fits the individual needs of today's organizations, with fixed implementation and service costs for anxiety-free and no-surprises answers to your contact center challenges.

In addition to the most current version of Cisco's powerful Unified Contact Center Enterprise software, our exclusive cloud contact center solutions employ eLoyalty's differentiated features that enhance the capability and flexibility of the Cisco platform, including:

- ***ic*Desktop**™ for direct reporting integration, screen pops and robust agent and supervisor tools;
- ***ic*Portal®** for easy access to your contact center management and user administration tools;
- ***ic*Portal Dynamic Routing** for real-time agent and skill-based intelligent routing;
- **Integrated Reporting** for the optimal mix of high and low-level performance metrics; and
- **Interactive Voice Response (IVR)** for self-service automation using Cisco Voice Portal.

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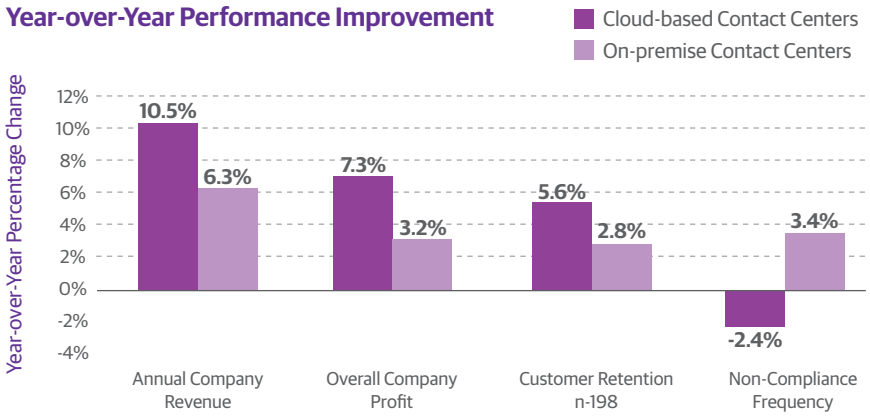
Available options:

- **Omnichannel Support**
- **Speech Recognition:** directed dialog, speech-to-text, multilanguage
- **icCallMe™:** high volume auto callback
- **Workforce Optimization:** workforce management, quality monitoring, recording and speech analytics
- **Outbound Campaign Management:** progressive or preview dialing
- **Unified Communications**
- **Post-Call Surveys**



Source: "Transitioning your Contact Center from On-Premise to the Cloud," Aberdeen Group, April 2013. Base: 198 respondents

But wait, there's more.

Cloud contact center deployment is speedy, typically taking weeks versus 18–24 months or longer for premise-based solutions. In addition, organizations with cloud contact centers spend 27 percent less on their annual contact center costs, and achieve an 8 percent to 22 percent improvement in first contact resolution (FCR) rates. What's more, shifting from a premise-based contact center environment to a cloud platform can free up as much as 15 percent of administrative staff and 40 percent of agent staff for other tasks and assignments, while still increasing productivity by 20 percent using the workforce management solution.[i] Cloud contact centers allow for the utmost in flexibility, scaling up or down as needed, implementing new channels and functionality, all done in a fraction of the time and cost required by premise contact centers.

Cloud platforms provide best-in-class contact centers for a monthly fee, without large capital expenditures.

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. Beyond the certifications and endorsements, however, we contend that the satisfaction of one's customers provides the best gauge of a business' effectiveness and worth. 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 or email solutions@eloyalty.com.

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[i] 2013. Proprietary research. TeleTech.

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