

Frictionless Access with *icDesktop*[™]

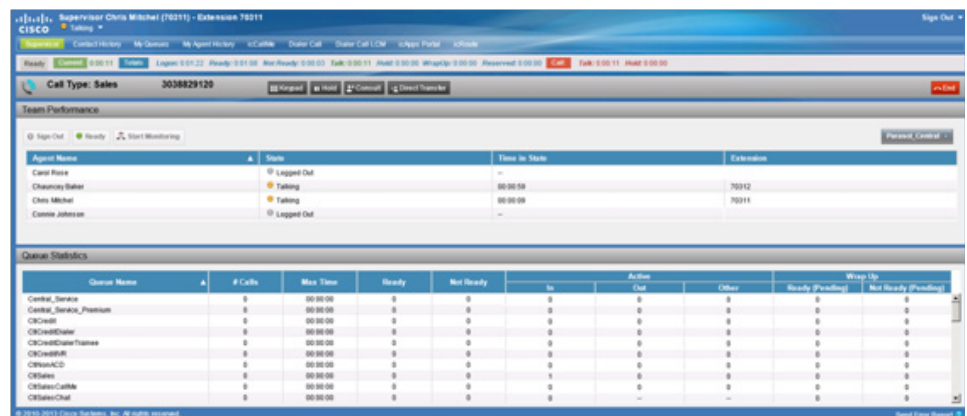
eLoyalty's *icDesktop* provides frictionless access to advanced management tools and omnichannel interactions, as well as personalization through user-controlled interfaces and role-based access.

Benefits at a Glance

- Minimizes launch and ramp-up times with Web-based and access-driven interfaces
- Adds features onto Cisco Finesse[®]
- Provides a fully functional associate and supervisor desktop out of the box
- Increases productivity through customizable user interfaces for easy access to multiple applications and resources
- Straightforward integration of third-party applications reduces the need for advanced desktop development expertise

Associate and Supervisor Desktop for Next Generation Contact Center Control

icDesktop, powered by Cisco Finesse[®], is a next generation associate and supervisor desktop, combining standardized, high-demand user features with customizable options. *icDesktop* improves productivity through the use of smart controls for associate state, call handling, and business systems integration, while realizing gains in service by supporting associates with real-time statistics and supervisory assistance. Its user-centric, intuitive design provides a single omnichannel framework for insight and oversight, enabling true cradle-to-grave control.



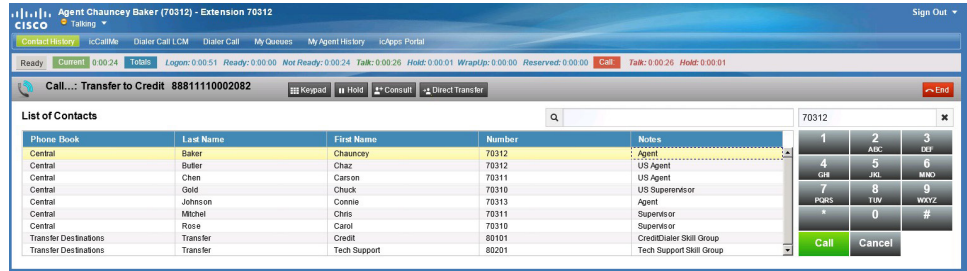
icDesktop uses a Web-based interface, permitting associates to access multiple disparate applications on a single customizable desktop work environment. By eliminating the need to switch between applications and perform time consuming information searches, *icDesktop* enables more efficient customer service by increasing first call resolution and reducing the time your customers spend waiting.

Increased Insight and Oversight Take Your Productivity to the Next Level

eLoyalty's *icDesktop* application provides innovative, accessible tools for streamlined interaction handling. Some key features include:

- A 100 percent Web-based application, with no installation required
- Premise or cloud deployment
- Omnichannel interaction framework
- Screen pop services
- Direct reporting integration
- Associate timer gadget

No Installation
Required
100%
Web-based
Application



- User-configurable settings such as not ready codes, speed dials, and desktop layout
- Customized activity grids to separate inbound, outbound, and internal calls
- Supervisor tools such as force logout, silent monitor, and real-time statistics
- Open Web 2.0 APIs to simplify development and integration of value-added applications
- Intuitive interface highlights what is happening within the application from a call control perspective
- Team performance, queue, and call control functions
- Outbound dialing support

Why eLoyalty?

For nearly 30 years, eLoyalty has been designing, managing and implementing complex contact center technologies and infrastructures. We blend services with industry-leading software applications to deliver integrated best-in-class solutions. We provide innovative enhancements to Cisco's applications to layer additional capabilities onto the contact center platform. eLoyalty's cloud platform, powered by Cisco, supports up to 12,000 representatives, scaling up or down as needed with speed and precision. We are PCI compliant, and our highly secure technologies are relied upon by industry leaders to safeguard their most confidential information. Our support representatives are Cisco-certified and trained, allowing for 94 percent of hardware and software issues to be solved in-house, ensuring rapid resolution. As Cisco's first technology partner in North America to achieve the Cisco Cloud Provider Certification and Contact Center as a Service Designation, we are a gold Certified Partner and a Cisco Customer Satisfaction Excellence Award Recipient for seven consecutive years. 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 in the design and implementation of customer experience systems to provide faster, smarter, and more agile service interactions.

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