TeleTech Technology

DATA SHEET

Introducing eLoyalty **Experience**

A Straightforward and Affordable Enterprise-Quality Customer Experience Solution for Your Mid-Sized Business

Power Your Experience

- Turnkey cloud-based solution
- Reliability and scalability of a proven enterprise-class solution via Cisco® HCS platform
- Seamless omnichannel customer experience
- Rapid deployment and ramp-up
- Exclusive *ic*Portal® and *ic*Portal Mobile management applications

Experience Matters

Customers value a great customer experience. One unpleasant interaction, creating one unhappy and vocal customer on social media, can affect customer loyalty and your bottom line.

Big enterprises can afford to invest hundreds of thousands of dollars to ensure the best possible customer experience. Now you can get the same enterprise-class platform, backed by our 25 years of experience, with digital engagement technologies and enterprise-grade reliability. This uncomplicated and affordable solution is designed for mid-sized businesses - at a fraction of the cost.

Let Our Experience Help Shape Yours

Utilizing eLoyalty's extensive background of designing, implementing and servicing customer experience solutions with Cisco's mid-market Hosted Collaboration Solution (HCS) platform, the eLoyalty Experience delivers a dependable contact center solution, ideal for companies with up to 400 customer care agents. Our solution combines a fixed set of highly developed features to differentiate your company's customer service experience - eliminating the need to struggle with confusing, inadequate or expensive choices, and lengthy implementation times.

Key Features You and Your Customers Will Love

Omnichannel **–** Supports a seamless omnichannel experience to deliver a great customer journey outcome across voice, email, and web chat.

*ic*Portal/*ic*Portal Mobile – Exclusive web-based tool for the flexible management and administration of your contact center operations – without needing a staff of engineers.

Easy CRM Integrations **–** Integrates with most CRM solutions to empower your agents with the information they need to give an elevated, personalized customer experience.

Security* – Follows NIST Guidelines (800-171, 800-53), SSAE16, SCAP, SOX, CAIQ: Cloud Security Alliance compliance.

High Availability/Disaster Recovery – Deployed across two data centers for full failover in the event of an outage, guaranteed 99.99% availability.

Single sign-on (SSO) – One set of login credentials.

Scalable – Quickly scale up/down for seasonal bursts and future growth.

Support – 24x7x365. One of the largest pool of Cisco certified engineers anywhere.

*Experience+ is also PCI-DSS and HIPAA compliant

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86% of buyers will **pay more** for a better customer experience

Two Experience Packages to Fit Your Needs

Application	Experience	Experience+
Inbound & Outbound Voice	✓	✓
High Availability	✓	✓
Email, Chat	✓	✓
IVR Menuing	✓	✓
Audio Conferencing	✓	✓
Compliance Audio Recording	✓	✓
Outbound Dialing	✓	✓
Post Call Survey	✓	✓
Reporting & Live Dashboards	✓	✓
Quality Management		✓
Voice & Screen Recording*		✓
Advanced IVR**		✓
Campaign Management		✓
Advanced Reporting		✓
Advanced Post Call Survey		✓

* Additional charges apply if PCI compliant pause/resume integration required
**Additional charges apply for self-service integration into back office applications/data dipping

Get Started Today

Get the advantage of a reliable, streamlined, cloud-based, enterprise-quality customer experience software suite, designed and priced for mid-sized businesses, backed by eLoyalty expertise and support. **Learn more at eloyalty.com/midsize**.

Why eLoyalty?

eLoyalty, a TeleTech company, was the first North American partner to achieve Cisco HCS Certification and Contact Center as a Service Designation. 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, contact us at solutions@eloyalty.com or visit **eLoyalty.com**.

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