

System Integration Server™

Multi-PBX Capable

Avaya

Cisco

Nortel

Your customers, agents, and shareholders will notice the difference!

Intelligent Data Driven Call Routing

Intuitive Visual Workflows

Screen Pop

Thin Client Administration

Whitefeld is committed to helping you maximize your existing investments and putting your company on the proven edge in Call Center technology. Our products and our team of professionals are dedicated to the sole purpose of helping you best serve your customers.

The System Integration Server is an advanced Client Server based Computer

Telephony Integration application designed to: Increase your customer's loyalty and satisfaction, maximize your existing technology investments, make your Call Center agents more productive and lower your training and IT support costs.

Workflow Engine

Implementing intelligent, data driven call routing and Screen Pop have never been easier with the System Integration Server's intuitive, thin client Graphical User Interface. Administrators can view and modify call routing in seconds. There is no programming or installation required. Just open a Web browser and start working.

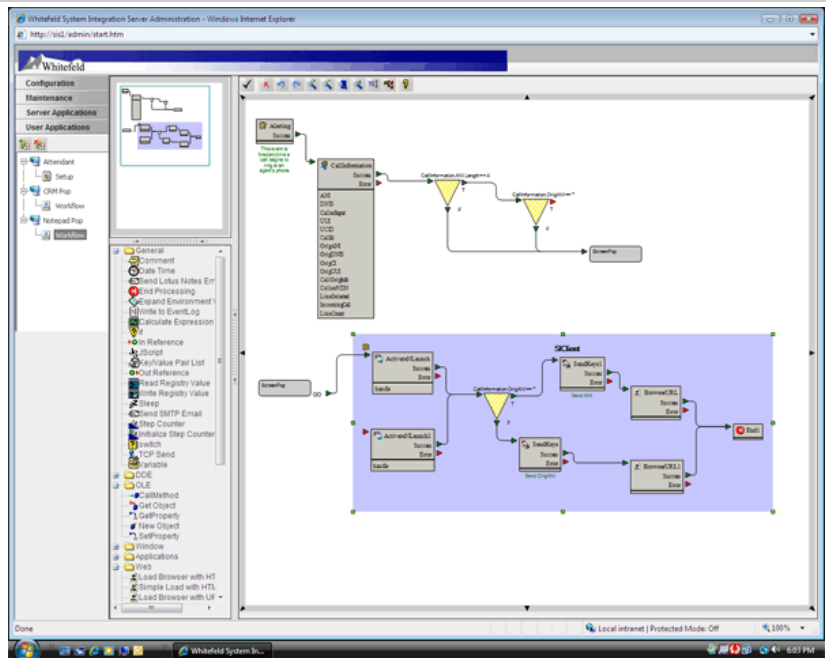
Intelligent Data Driven Call Routing

Are your calls routed based on the rich collection of customer information you have today? Make intelligent business data based call routing decisions. The System Integration Server integrates data about your customers from a variety of sources using the most reliable and extensible data access methods. For example, the System Integration Server lets you:

- Give your best customers or VIPs the extra attention they deserve by routing them to their preferred agent.
- Route high estimated transaction value calls to your best salesman.
- Direct trouble ticket calls to the last agent handling the case, or the specialist for that product line.
- Determine customer entitlements and support level up front then use this intelligence to best route the call.
- Automatically route at risk customers to your loss prevention group.

Screen Pops

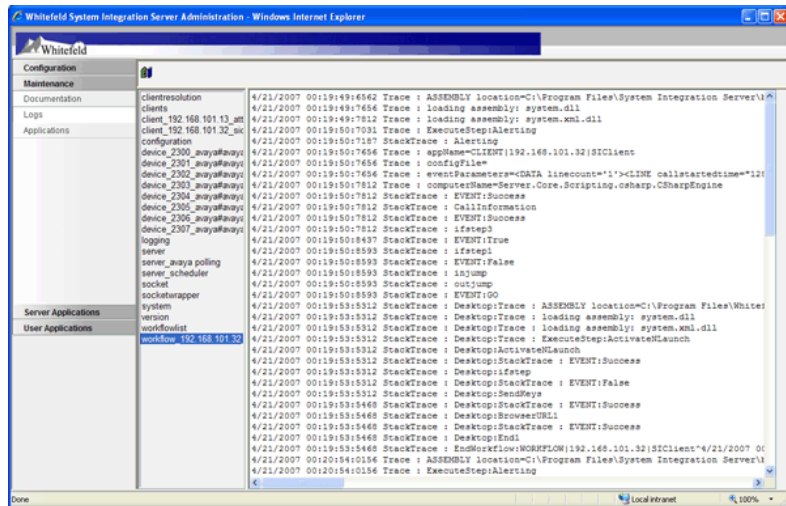
Improve your agent productivity and lower administration costs by implementing Whitefeld's System Integration Server based screen pop solution. CTI screen pops can lower your average handle time, eliminate errors and repetition by automatically retrieving the customer record before the call is answered. Whitefeld Screen Pop solutions are integrated with your desktop application to provide agents with all the tools and information they require to manage the call.



CTI Enable existing applications

The System Integration server is based on open standards. Your IT staff can quickly integrate the System Integration Server with legacy systems, bringing fresh life and CTI functionality to pre-existing systems. For example, the System Integration Server allows you to:

- CTI enable any thin client, web based applications like Corporate Directories and Customer Relationship applications using pre-built integration libraries.
- Provide quick dial buttons next to the phone fields on the desktop to allow agents to dial any number in your application with a single click.



Thin-Client Administration

There is no need for IT administrators to install special software on supervisor desktops to administer the System Integration Server. All CTI administration is performed through a Web application via your local intranet; allowing administrators access and view the information from any PC.

Intuitive Visual Workflow

The System Integration Server's Workflow Editor looks familiar with its flowchart style Call Flow diagrams. Quickly create, modify, and deploy advanced Call Flow scenarios by pulling together information from your business data sources – all without programming. Business leaders can make instant changes to routing rules in response to business conditions.

Real-Time Data Access

The System Integration Server integrates your customer data from a variety of sources: databases, web services, host systems, corporate intranets, and the Internet—providing agents and your PBX quick access to important information required to best serve your customers.

Solution Flexibility

The System Integration Server's modular and scriptable design provides the tools necessary to meet your unique business needs while seamlessly integrating your existing technology investments.

Extensible Architecture

The System Integration Server combines with a wide range of commercially available, off the shelf components to easily expand its capabilities and the capabilities of your existing call center technology.

The Whitefeld Commitment

Our goal is to provide you with a choice of best in class call center solutions tailored to meet your unique business needs. Whitefeld products and services are based on industry standard architectures, technologies, and methodologies to ensure long service life for your investment. We pride ourselves on creating valuable solutions that provide a rapid Return On Investment.

Whitefeld

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