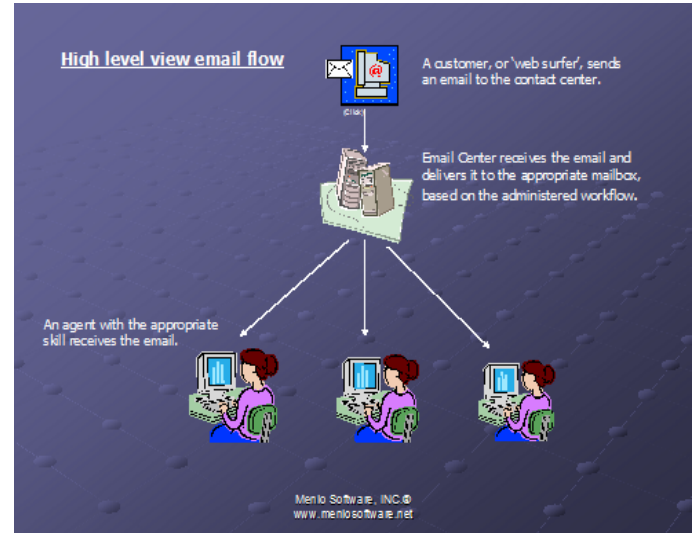


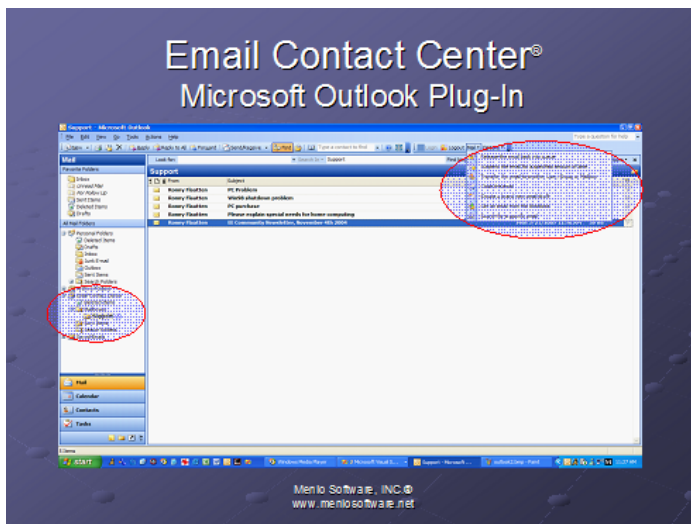
Email Contact Center (ECC) is an email distribution system for use in inbound and outbound contact center environments. The technology is designed to either complement existing inbound/outbound telephony call centers or to function as the sole method of customer contact for 'email only' contact centers.

The key function of ECC is to route emails to the most appropriate agents based on administrator defined business rules. ECC routes prior customer messages back to the same agent handling the interaction to ensure exceptional customer satisfaction. ECC has its own client application or you can use Microsoft Outlook.



## FEATURES

- Load balancing—Emails are routed efficiently to load balance the emails between multiple agents.
- Quality Assurance—Managers can review emails sent by agents before they are delivered to the customer.
- Outlook Integration—Agents can use ECC within their Outlook application thereby containing all their emails in one application. All ECC emails are placed in a specific folder so the agent can work their normal emails along with their ECC emails.
- Subject screening—Agents can be assigned to handle emails containing a specific subject line.
- Junk Mail screening—Administrators can designate emails that will be marked as junk, not routed to any agents, based up the subject of the email.
- Database—All emails are stored in a Microsoft SQL database.



Our clients realize an accelerated return on investment while customers obtain faster and more accurate responses to their email inquiries. The amount of features ECC offers, the technology on which the solution is based, and the low total cost of implementation makes ECC the best solution for handling email.