



Menlo offers integration consulting services that help contact centers deliver and manage their customer interactions via telephony (wired and wireless), web (chat and self-service), email, fax, etc.

Menlo delivers a wide variety of solutions based application development and consulting services, from CTI integration to web and desktop GUI solutions.

Our consultants possess intimate knowledge of the full range of customer contact technologies, including Avaya's Interaction Center, Operational Analyst, Contact Center Express (Avaya CCE) and many other CRM solutions including Cisco's IPCC Express.

PRODUCT OFFERINGS

- *Email Contact Center*
 - A scalable standalone or Integrated Email Response Management Solution
- *Quality Assurance*
 - A solution for monitoring outbound email for compliance with company standards
- *Outlook Add-In*
 - The solution for consolidating both the Contact Center and Agent email in a familiar environment
- *Encryption / Decryption Engine*
 - Provides a secure means of transmitting Customer Data.

SERVICE OFFERINGS

- Integration of Avaya Contact Center/CRM Solutions including: Avaya Contact Center Express (Avaya CCE), Interaction Center (Avaya IC), Operational Analyst as well as custom integrations
- Desktop Graphical User Interface (GUI) application design, develop and implementation
- Call flow mapping, analysis, and optimization
- Database or skills driven enterprise contact routing for both pre-routing & post-routing based on business rules
- Thin client integration to contact center agent platforms
- Voice and web self-services application integration
- Web chat and collaboration interaction management platforms
- Email response management systems integration
- Call center reports analysis and optimization for out-of-the-box reporting, custom reporting, and database queries
- Application and system support agreements for Menlo products as well as other vendor solutions

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