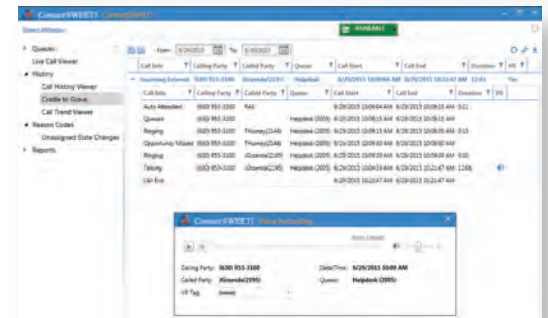




Contact SWEET! Enterprise Edition

Your customers are demanding different ways to conduct business with you. Let DATEL deliver a multichannel contact center solution that keeps you ahead of the game.

Bring advanced contact center capabilities to your business, maximize employee productivity and streamline your customer interactions - voice, web chat and e-mail into a single, unified desktop interface. Contact SWEET! is a multichannel contact center solution that is quick to deploy, simple to manage and easy to use. Comprehensive reports across all channels give you the information you need, so you can focus on top line growth while your agents focus on your most valuable asset – your customers!



Take your business to the **NEXT LEVEL**

Enable **your** customers to contact **you** in the way **they** prefer - voice, e-mail or web chat.

A Complete Customer Service solution

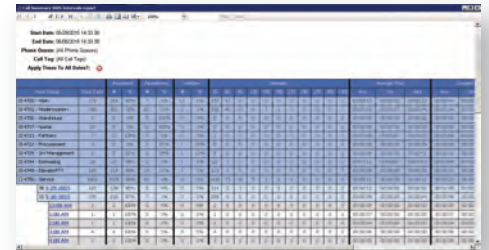
Every interaction you have with a new or existing customer is vital to the survival and growth of your business. It can be the differentiator in today's competitive market. Now you can implement a contact center solution to make yours the business of choice and a cut above the rest! Voice calls are always the priority – but what about e-mail and web chat, aren't they a priority too? All too often, they are perceived as not important and "we'll get to those later." Most times e-mail can be left languishing for hours, days or sometimes never even responded to!



Contact SWEET! Enterprise Edition blends e-mail and web chat with voice calls into your contact center. Each channel is treated as a customer interaction, no matter how it arrives and given the appropriate priority you set. Non voice calls can be dealt with as business needs determine, ensuring they are allocated to agents based on parameters you set, perhaps when agents are 'idle.' As these new channels are introduced to your business, you will see a dramatic increase in productivity. Agents can be on the phone, while dealing with a web chat request, and replying to e-mail!

Contact SWEET! Enterprise Edition delivers real value to **you**, benefiting **your** customers:

- Deliver white glove customer service at all times, via any channel – voice, e-mail or web chat
- Strengthen customer relationships by providing your employees the tools and information they need to provide exceptional customer service, maximize opportunity and create upsell opportunities
- Improve first contact resolution – your agents are prepared with previous transactions whether e-mail, web chat or voice. It's all in one place
- Your employees are more informed, therefore more productive with tools to truly make them your customer's advocate



Highlights

Multichannel contact center for voice, e-mail and web chat – your customers are free to do business with you in the method of their choice

Flexible – Contact SWEET! Enterprise Edition can be deployed as a voice only solution to start with. Multi-channel capabilities can be added as and when you need. Agents can be assigned to voice, email or web-chat interactions - in any combination

Real-time reports – crucial for the supervisor to gain information to make instant, informed decisions and act on it

Reason Codes – agents can enter reason codes, such as call wrap-up, break, etc. giving you visibility into exactly what's happening in your contact center, and overall agent productivity

SWEET! Alarms – you are not always looking at the screen! Let Contact SWEET! Enterprise Edition alert you when situations such as waiting calls start to fall outside of your pre-defined parameters

Call Recording – crucial for training and mandatory for certain industries, recording calls is a great training tool and can easily resolve conflicts

CRM Integration – Streamline business operations by smoothly combining any ODBC compliant CRM application, such as Salesforce.com, with Contact SWEET!. The screen pops generated will allow for faster customer service

Historical reports - comprehensive reports include all voice, e-mail and web chat interactions that can be scheduled and automatically emailed to you

Disposition codes - tag calls with a unique code to enable you to learn more about the types of incoming and outgoing calls in your business, and where your calling has the biggest impact



Keeping it Simple

DATEL solutions are powerful, yet designed around simplicity:

Simple and rapid to deploy, remotely or on-site

Easy to understand licensing

- All licenses are concurrent
- Every agent has full user capabilities upon installation
- Fully configurable agent permissions and security roles

DATEL Customer Care puts your mind at ease:

- Ongoing support and maintenance
- Comprehensive technical support by phone and remote access



Contact SWEET! Feature Matrix			
Features	Contact SWEET! Standard Edition	Contact SWEET! Small Business Edition	Contact SWEET! Enterprise Edition
Deployment	Single or multisite	Single site	Single or multisite
Agent license	NA	1-10	1+
Cradle to grave reporting	✓	✓	✓
Extension reporting	✓	✓	✓
Agent reporting	✓	✓	✓
Queue reporting	✓	✓	✓
Data export	✓	✓	✓
Report scheduling	✓	✓	✓
Real time queue monitoring		✓	✓
Real time agent monitoring		✓	✓
Live call viewer		✓	✓
Historical data viewer	✓	✓	✓
Customer service levels	✓	✓	✓
Email alarms	✓	✓	✓
Real time alarms		✓	✓
Multichannel			✓
Add On Solutions			
Voice recording	✓		✓
CRM Integration			✓

About DATEL

DATEL Software Solutions creates innovative, cost-effective multichannel contact center and call accounting solutions enabling organizations to manage all of their customer interactions in a single, easy to use application. DATEL prides itself on outstanding service, and believes you're not investing in just a software solution, but in a partnership that cares for your business.

For more information, please visit us on the web at:
www.datel-group.com