



DATEL
Software Solutions, LLC

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Contact SWEET! Small Business Edition

One size doesn't fit all! DATEL recognizes that small businesses want big business capabilities when they engage with customers. DATEL delivers contact center solutions that keep you ahead of the game.

Your business needs to compete to stay front of mind with your customers. Give them the 'white glove' service they deserve and bring advanced contact center capabilities to your business. Contact SWEET! Small Business Edition gives you the tools to meet growing customer service expectations. With in-depth reports, live contact center views and advanced functionality, you can make the most of every call. Comprehensive reports gives you the information you need to optimize your business and focus on top line growth while your agents take care of your most valuable asset – your customers!



Your business deserves **BIG** business capabilities

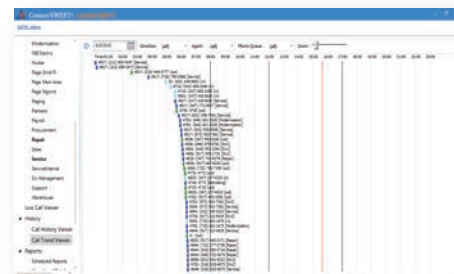
Differentiate your small business and elevate your customers

Designed for smaller, single site businesses with up to 10 agents, **Contact SWEET! Small Business Edition** is quick to deploy, simple to manage and easy to use. Your contact center operations can quickly be optimized to create a positive customer experience. Comprehensive live views can be set to alert you real time of any issues that need attention such as calls in queue, abandoned calls and more. With this visual information, you have the ability to remotely change an agent's state to ensure calls do not go unanswered. Historical reports provide a comprehensive view of your contact center activity so you can be better prepared for future 'peaks and troughs' such as seasonal campaigns and product launches. Easily track agent activity and ultimately productivity, so you can recognize any training needs. These reports give you the information you need to make informed decisions to tailor your contact center, improving customer satisfaction and loyalty. This can be the differentiator that sets you apart from your competition.



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

- Strengthen customer relationships by providing your employees the tools and information they need to provide exceptional customer service, maximize opportunity and create upsell opportunities
- Your employees are more informed, therefore more productive, with tools that truly make them your customer's advocate

A screenshot of the Contact SWEET! Small Business Edition interface showing a detailed view of agent performance and call data. It includes a table with columns for Agent Name, Call Type, Call Duration, and other metrics. The table is filtered to show data for a specific date and time range.

Highlights

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

Historical reports - comprehensive reports can be scheduled to be automatically emailed

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

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

Wallboards and Supervisor Views – highly visual wallboards for all agents and supervisors to see what is happening **now**

Supervisor Controls – when your real-time views show overflowing queues, change agent states on the fly to be ready to take hunt group calls, and get your customers on the phone with a representative quickly

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



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