

# ClientCall eCenter™

## Hosted and Premise-based Contact Center Automation Platform

Sonant's ClientCall eCenter™ is a software product that adds full contact center features to any of Sonant's hosted or premise-based interactive voice applications. Its Automatic Call Distribution (ACD) and Computer Telephony Integration (CTI) capabilities enable any organization to offer superior service to its telephone customers.

ClientCall eCenter™ includes Sonant's unique InfoLock™ which tracks the call throughout the IVR application and caller-agent interaction and gathers, i.e., "locks", information about the caller. With InfoLock, a caller will never have to re-enter any information during a call, even if the call moves back to the IVR or other agents. Agents have full access to InfoLock data.

eCenter is flexible and is easily configured to meet the requirements of each call center. It supports multiple departments for customers that need independent call centers. Multiple skill groups within a department provide for flexible call-routing. Callers can elect to receive a call back instead of holding in queue.

eCenter has a single user-interface that supports agents, supervisors, and administrators. Agents and supervisors are shown real-time call center performance statistics to help manage peak calling periods. Supervisors can monitor, coach, and conference with agents for training and support. Agent calls can be recorded and saved as audio files.

ClientCall eCenter benefits:

- Fully-featured inbound call center;
- Integrates with all Sonant IVR applications;
- InfoLock improves customer service;
- Agents can be easily relocated as needed.

