



SONANT Hosted Services

for Contact Center Automation

Sonant Hosted Services (SHS), new from Sonant Corporation, offers organizations that wish to improve their customer/citizen relationship management a less expensive and more timely way to build and automate contact centers than ever before. Now, contact center automation has never been more affordable and scaleable because all the necessary applications are available as software as a service (SaaS) on a hosted platform. That frees your organization from the capital expenditure for servers and manpower, and lets you focus on running your business, not on which technology to choose. SHS offers a broad range of applications designed to specifically address the needs of the following organizations:

Each application is built on **ClientCall eCenter™**, Sonant's hosted or premise-based Interactive Voice and Web Response (IVR/IWR) and Automatic Call Distribution (ACD) platform that integrates phone and computer communications into a fully capable contact center. With ClientCall eCenter at the heart of your contact center, customers/citizens can quickly and easily access their specific inquiries, whether they wish to pay a fee, learn about benefits or receive notices through smartphones or browsers. In most cases, customer interactions can be resolved with a single communication, without your office staff becoming involved. This means a higher First Contact Resolution rate and happier customers and staff.

If a customer does need agent assistance, ClientCall eCenter (hosted or on-premise) ACD function can direct a contact to the next available representative. Or, the customer and rep can email each other or open a web chat to resolve a problem.

SHS includes payment processing through a leading payment processing company, Heartland Payment Systems. With Heartland, your customers can use any device (tablet, mobile phone, etc.) to make payments fast and efficiently, anywhere, anytime. And, best of all, Heartland is a fully PCI-compliant provider, relieving you of costly auditing chores and liability.

The benefits of SHS to you and your organization are:

- Affordable solution for any size organization;
- Secure PCI-compliant IVR payments;
- Increase call-handling without adding staff;
- Increase FCR (First Contact Resolution) rate;
- Save on annual depreciation for capital expense hardware: SHS is an operational expense that can be deducted as a cost.
- All applications are kept up to date with latest software;
- Securely accesses your data over the Internet;
- Sonant's ClientCall eCenter software can manage your call center.

