

CorvisaOne™ Contact Center Suite

A fresh approach to contact center technology



Change the Way You Define Success

DELIVER AMAZING CUSTOMER EXPERIENCES WITH CORVISAONE

In a world where customers have multiple choices for every product and service, what makes your business stand out from the rest? The answer: a memorable customer experience. Our fresh approach to contact center technology allows businesses like yours to work smarter and make customers happier by simplifying the experience for managers, end users and customers alike.

The CorvisaOne cloud-based contact center suite combines inbound, outbound and PBX functionality with seamless Salesforce® and third party integration to create a complete communication solution for any business. A perfect fit for both inbound and outbound call efforts, CorvisaOne helps businesses to redefine “success” by using data and technology to accelerate sales, delight customers, cut costs and manage operations with ease.

Passion, Purpose, and Vision

With a passion for innovation, we created CorvisaOne as a complete contact center solution for all of your business communication needs.

HOW CORVISACLOUD® IS MAKING IT HAPPEN:

- **Easy to Use, Easy to Get Started:** A solution that does it all without the headaches or need for IT support. Configure outbound call campaigns, inbound call queues or your entire phone system quickly and easily.
- **One Stop Shop:** No need for multiple vendors – inbound, outbound, and more, CorvisaCloud is your one source for software, telecom connectivity, consulting and support.
- **Integrated Features:** CorvisaOne for Salesforce streamlines daily activities while eliminating the hassle of manually combining data and reports.
- **Paint the Big Picture:** Get the broader picture of your business by combining all of your reports into one - operational, call metrics and multiple locations.
- **Maximize the Cloud:** Reduce upfront costs and grow your business with ease – without the hassle of maintenance.
- **A Team You'll Enjoy:** With our passion for customer service we deliver on the same promise we preach - an enjoyable and worry-free experience!



NETWORK AT A GLANCE

- > 100% cloud-based administration
- > Infinite scalability
- > PCI, HIPAA & SOX compliance
- > Enterprise SLAs
- > SSAE 16 certified data centers
- > Maintain data integrity
- > Redundant data centers
- > 24/7 monitoring
- > Data rollover abilities

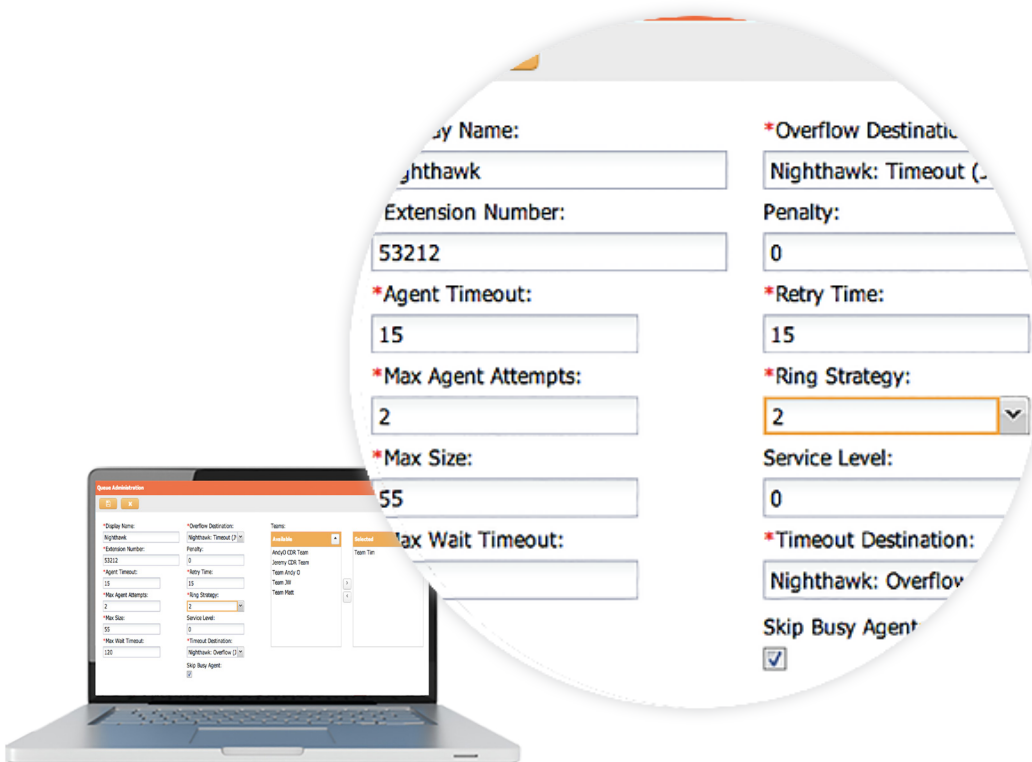
CorvisaOne Communication Tools

Inbound Contact Center

Providing amazing service is easy with CorvisaOne. Eliminate caller frustrations of repetition and long wait times by blending our easy IVR with advanced call routing to ensure calls are directed to the best agents every time. Our easy-to-use interface allows you to make changes on the fly to achieve customer success even as call volumes fluctuate.

EXCEPTIONAL SERVICE, EVERY TIME:

- **Eliminate Frustrations:** Don't make customers repeat themselves. Cut to the chase with IVR and ACD features that connect callers to the right agent, right away.
- **Reduce Costs, Increase Flexibility:** Save money and support customer demands with simple pricing, flexibility to add users as needed and no large upfront costs.
- **Easy Setup:** Easy to use and loved for its performance monitoring, CorvisaOne's ACD solution lets you manage and adjust call queues in a few clicks to deliver great service during hectic times.
- **Personalize Service:** Give your agents the information they need to deliver the results your customers demand. Optional Salesforce sync pulls up customer records automatically so agents can solve issues with ease.
- **Merge Locations:** Whether agents work from home, the car or different offices, CorvisaOne helps you create a consistent experience across locations.



MAKE CHANGES
TO YOUR
CALL QUEUES
THROUGH A
SINGLE SCREEN.

Outbound Contact Center

Make the most out of each interaction with customers and prospects. CorvisaOne’s lead nurturing and campaign management tools increase sales productivity, reduce costs and help you stay compliant with telemarketing regulations. Our easy campaign set up, call plans and optional data sync to Salesforce help eliminate time spent on manual data entry, allowing staff to focus on what really matters – meaningful connections with customers.

MISSED OPPORTUNITIES ARE A THING OF THE PAST:

- **Contact Your Best Leads First:** Prioritize leads by developing call campaigns and queue prioritizations that tell your agents who to call, when to call and how often to call based on business objectives and past data.
- **Convert Prospects into Customers:** Connect the right agents to the right leads based on skill, geo-expertise or sales acumen. Develop customized follow-up call plans based on business objectives and campaign strategy.
- **Meet Goals:** Optimize calling efforts and schedule follow-up nurturing to crush sales numbers.
- **Integrate with Salesforce:** Meet sales quotas by personalizing your interactions and automating your workflow. Dynamic campaign sync with Salesforce makes it easy for agents to maximize call campaigns.
- **Setup without IT Support:** Easily create multi-touch campaigns with the ability to assign leads to teams or individual agents and determine the number of times to call, days to call and more.
- **Deliver Proactive Service:** Close more business and proactively reach out to customers with long-term nurturing tools and the ability to control number of calls, time between calls and more.
- **Stay Compliant without Losing Efficiencies:** Ensure compliance with strict telemarketing regulations while maintaining sales efficiencies with CorvisaOne integrated dialers.
- **Automate Your Workflows:** Upload data against objects within our system for a fast setup. CorvisaOne automatically stores and updates contact records to define call campaigns so you don’t have to.

= QUICK GUIDE TO DIALERS =



Undefined preview and wrap up windows.

Ideal for: High quality leads that require

Preview more pre-call preparation.



System initiates calls based on manager-defined wrap up window.

Power **Ideal for:** Increasing productivity.

FACT: 74% of customers have called into customer service in the last year.*

Cloud-based Phone System

Leverage the cloud by taking advantage of our cloud phone system (PBX) that combines full telephony functionality with on-demand scalability.

- **Cloud-based Management:** Manage your phones entirely in the cloud - no on-site equipment or maintenance required.
- **Flexible Phone Options:** Supports traditional hard phones and softphones on the same platform.
- **Salesforce Integration:** Complete click-to-dial functionality and auto sync of call data.
- **Security & Redundancy:** Rest easy knowing your data is safe with redundant, secure data centers, thorough SLAs and SSL encryption.

Hosted Platform

Create the perfect communications solution for your business with our simple and flexible platform. The CorvisaOne platform makes it easy to customize our contact center products and gives you the power to build your own voice and SMS apps.

- **Enterprise Functionality:** Our world-class network is supported by enterprise service level agreements to ensure critical systems run worry-free and maintain compliance such as HIPAA, PCI and SOX.
- **Build & Customize with Ease:** Our developer friendly environment provides you with all the tools you need to succeed - Summit, our Lua-based programming language, built-in debugging tools, test frameworks and the flexibility to use the editors and utilities you're accustomed to.
- **No Maintenance:** No hardware needed - we'll host, manage, support and scale the backend so you don't have to.

Salesforce Integration

Delight customers with faster, better service. Our seamless integration with Salesforce gives you a new perspective of your contact center by providing you with a full understanding of your business operations, performance and call efforts in a single system. Save time and drive results with combined reporting, automated data sync and more.

Did you know? CorvisaCloud is a Salesforce Silver Cloud Alliance Partner. Whether you're new to Salesforce or a current user, our certified professionals are here for all your implementation, consulting and customization needs.

About CorvisaCloud

CorvisaCloud brings customer success to the heart of every business interaction through our cloud-based communications software platform and consulting services. We help businesses work smarter, save money, and make customers happier... and with our passion for service, we make getting there an enjoyable experience.

Contact us today at 877.487.9256 or sales@corvisacloud.com.

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