



Virtual Contact Center & Voice Self-Service for for Financial Services

Banks, Credit Unions and Finance Companies are challenged to retain their existing customers and increase revenue as mergers and On-line vendors add to a long list of savings and investment alternatives for their customer base. An ability to centrally manage agents without geographic boundaries along with voice self-service solutions for immediate response with multi-channel support for mobile callers is required to increase satisfaction, improve retention and encourage loyalty.

VoltDelta OnDemand provides a secure, hosted infrastructure for distributing calls to contact centers located virtually anywhere with unique voice self-service performance. Experience in personalizing interactions via "best agent" routing, voice recognition dialog acknowledgement, and "remembering" preferences such as SMS confirmation works to improve satisfaction for a broad range of customer contact. CompleteSpan and voice agent screen call recording captures the "voice of the customer" along with the agent's perspective for satisfaction analysis and audit trails to provide financial services vendors with a competitive edge.



Virtual Contact Center

- Locate Agents Anywhere
- Profile-based Call Routing
- Centralized Management

Voice Self-Service

- More accurate CrystalWAVE
- "No Repeat" Agent Integration
- Inbound and Outbound

Voice of the Customer

- Call + Agent Screen Recording
- Pinpoint Transfer Points
- Share Audio + Video Files

Customer Satisfaction with Cost Savings

A multi-channel platform merges Virtual Agent and more accurate IVR and call plus agent screen recording to respond to customers across the best available channel. Seamless integration within a hosted environment delivers engaging customer care without capital investment.

Quality and Security

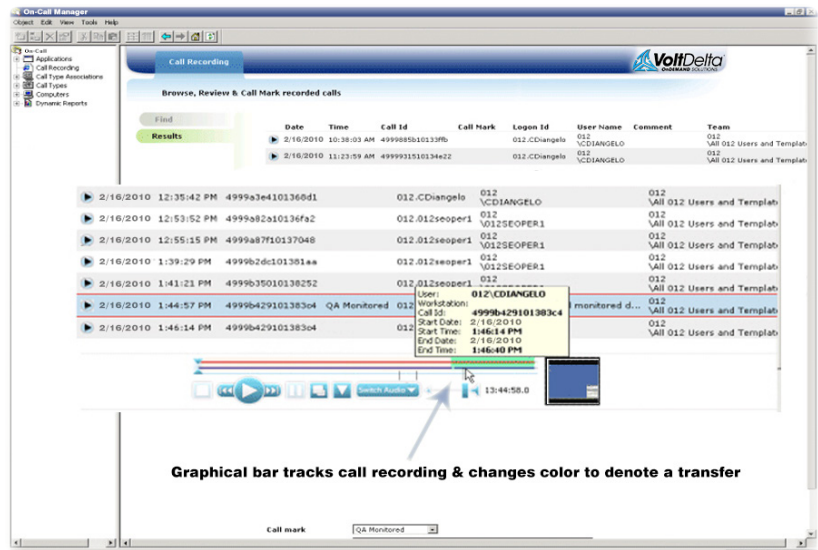
Audited quality and security standards including ISO 9002, Six Sigma, Sarbanes-Oxley and PCI Level 3 compliance are just a few examples of investment made by VoltDelta to ensure secure performance for the financial services market.

Confidence

As part of a public company with 60 years of success, VoltDelta partners with financial service organizations as a financially sound partner with more than a decade of proven performance supporting more than 2.4 billion calls per year at 99.99% reliability.

VoltDelta OnDemand Key Components

- **Delta On-Call** – VoIP Enabled Contact Center On Demand (CCOD) centrally manages contact centers and home agents located virtually anywhere. Web-based agent desktops, skills-based routing with real-time management and supervisory control with call + agent screen recording provides banks, credit card and finance companies with a hosted agent infrastructure without capital investment.
- **DeltaDialog** – Self-service calls with unique voice recognition along with automation to agent integration for a superior caller experience. VoltDelta's CrystalWAVE technology delivers accuracy while reducing tuning requirements. Experienced voice user interface design, personalization, and SMS support for confirmations engage callers without agent assistance for inbound customer care or proactive outreach.
- **CompleteSpan Recording** – Call plus agent screen recording captures caller input from speech automation, agent interactions, or both. A graphical user interface notes transfers, allowing managers to listen to any portion of a call, view agent screens, and easily share audio and video throughout the organization and with customers.



Benefits for Financial Service Providers

- **Cost Effective Upgrade** – Replace legacy systems without capital investment. Pay per use also ensures future performance.
- **Scale for Volume** – “Billion call” support as proof point for handling spikes in call volume as well as for growth.
- **Redundancy** – Dual datacenters in North America with MPLS links to UK & German facilities enable exceptional reliability.
- **Remarkable Self-Service** – Automate more calls with unique CrystalWAVE speech recognition technology.
- **Eliminate Repeats** – IVR with recorded key word or phrase provides agents with a “preview” to improve satisfaction.
- **Inbound and Outbound** – Automate inbound calls or cost-effectively reach customers with outbound calls.
- **PCI Level 3 Compliant** – Quarterly audit ensure credit card service and other financial data is secure.
- **Direct & Queue** – Profile-based call routing to best agent with real-time queue management.
- **Audit & Assist** – Assist-Supervisor can listen to calls or join a call to immediately assist an agent.
- **Voice of the Customer** – Capture the caller experience + agent screen for satisfaction evidence, loyalty review and audit trails.

VoltDelta OnDemand is part of the Volt Information Sciences family of talent, technology and consulting services and solutions. Volt is a publicly traded international corporation represented in major markets in North America, South America, Europe and Asia. Over the past 60 years, Volt has grown to serve Global 1000 enterprises, as well as smaller businesses, with a wide range of best-in-class solutions.

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