



Virtual Contact Center & Voice Self-Service *for*

Telecommunication Providers and Carriers

Internet-enabled communication models are rapidly changing the business landscape for telecommunication providers. Customer care is more important than ever before as satisfaction and loyalty metrics work to define success in an increasingly competitive market.

VoltDelta OnDemand delivers carrier-proven virtual contact center and voice recognition solutions for more effective and efficient customer care. A robust IP-enabled infrastructure provides the freedom to locate agents without physical boundaries, or redeploy operators as customer service representatives. VoltDelta's unique CrystalWAVE voice recognition technology engages subscribers with remarkably accurate and engaging voice self-service for rapid response with cost savings.



Virtual Contact Center

- Locate Agents/Operators Anywhere
- Customer Care Call Routing
- Centralized Management

Voice Self-Service

- More accurate CrystalWAVE
- "No Repeat" Agent Integration
- SMS Confirmations

Voice of the Customer

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

Multi-Channel Customer Care

A multi-channel platform merges Virtual Agent, more accurate IVR, Call + Agent screen recording, and SMS messaging for IVR confirmations to respond to subscribers across the best available channel. Seamless integration within a hosted environment delivers engaging customer care without capital investment.

Automation and Agents

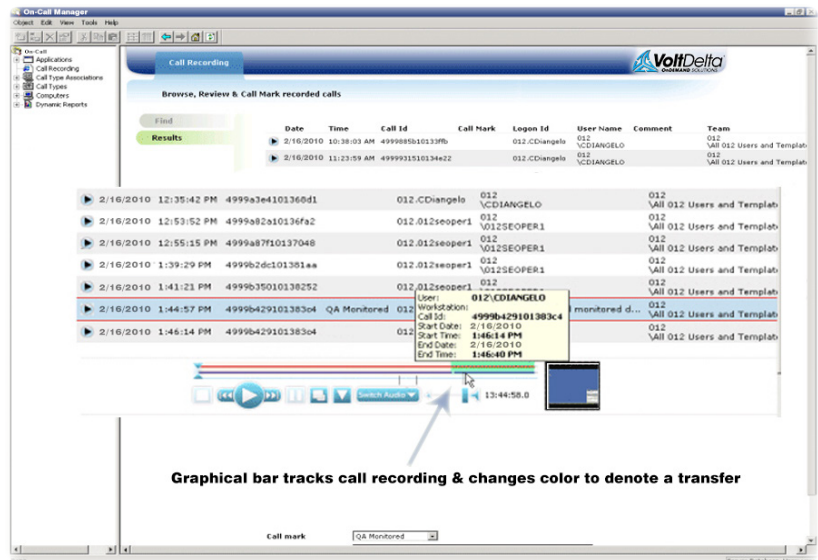
Voice self-service is seamlessly integrated with customer care agents within the VoltDelta OnDemand platform. If a transfer is required, agents might hear a key word or phrase recoded during a callers' interaction with a voice recognition application. As a result agents avoid asking for repeated detail, thus improving satisfaction, reducing handle time and increasing agent efficiency.

Confidence & Innovation

Performance and reliability are proven by VoltDelta, the market leader for providing call distribution, voice self-service, operator services and data for Directory Assistance to telecommunication providers throughout North America. These same innovative resources are applied for Customer Care solutions to improve retention, encourage loyalty and reduce costs.

VoltDelta OnDemand Key Components

- **Delta On-Call** – VoIP Enabled Contact Center On Demand (CCOD) centrally manages contact centers located virtually anywhere. Web-based agent desktops, skills-based routing with real-time management and supervisory control with call + agent screen recording provides telecommunication providers with a hosted agent infrastructure without capital investment.
- **DeltaDialog** – VoltDelta’s patent pending CrystalWAVE (Weighted Average Voice Evaluation) voice recognition technology provides superior accuracy especially for more interactive dialogs. Use of parallel grammar evaluation techniques combined with context sensitivity works to deliver engaging self-service for billing inquiries, service questions and many other frequently encountered customer care issues faced by telecommunication providers.
- **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.



Benefits for Telecommunication Providers and Carriers

- **Redeploy Operators** – Apply existing personnel for customer care without capital investment.
- **Direct & Queue** – Profile-based call routing to best agent with real-time queue management.
- **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.
- **Outbound Reach** – Automated outbound calls for service changes or marketing programs.
- **Audit & Assist** – Supervisor can listen to calls or join a call to immediately assist an agent.
- **Automate Surveys** – Post-call automated survey with call recording for statistical and subjective satisfaction analysis.
- **Voice of the Customer** – Capture the caller experience + agent screen for satisfaction evidence + loyalty review.
- **Scale + Reliability** – Ability to support exceptionally large call volumes with 99.99% reliability inspires confidence.
- **Cost Savings** – A fully redundant agent & automation infrastructure can be deployed without capital investment.

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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