

ALSTON TASCOM, INC. HOSTED SYSTEM & SERVICES

Alston Tascom Evolution Hosted Communication and Data System

The **Hosted Evolution** system is a comprehensive contact center and messaging solution. The system identifies each incoming call using the information provided by either DID (Direct Inward Dial), DNIS (Dialed Number Identification Service), or ANI (Automatic Number Identification). Using this caller ID information, the system checks internal databases to associate the call with a client account, then routes the call to an agent and presents the correct answering phrase and appropriate Client Information to the agent for messaging, information retrieval, etc. The caller can also be sent directly to Voicemail, or to IVR (Interactive Voice Response) applications. (See **Tascom Evolution** white sheet for system description.)

Features:

Tascom Evolution is a powerful, unified communication center system combining an Integrated Voice Response unit (IVR) with all of the functions required in a small to medium size communication center or telephone messaging service.

Fully Programmable	IVR Unified Voice Mail
Unified Voice Mail	Unified Agent Logging
On-line Monitoring	Ring to Hook Reporting
Programmable Billing	Unified Messaging
User-Friendly Account Scripting and Forms Design	Inbound and Optional Outbound/Blended Agents

Screen Formats

The Tascom Evolution system includes three primary screen formats that allows for virtually unlimited screen design options.

Full-screen, for specialized message forms appropriate for order entry and other sophisticated accounts

Full-screen Internet browser for accounts needing access to client web sites

Split-screen, for master information and message

IVR (Interactive Voice Response)

The Programmable IVR offers revenue generating and labor saving possibilities applicable to all facets of your communication center operation. IVR dialogues can be designed to "talk" callers through a series of verbal prompts, collect data from callers' input to the telephone dial pad, connect to external databases, play appropriate ".wav" files and trigger other software applications. Where ANI is provided, the IVR can automatically customize and personalize its response for individual callers. IVRs can be designed to screen and predetermine callers' needs prior to presenting calls to agents.

Unified Voice Mail

The Voice Mail system offers client notification via alpha and digital pager as well as via e-mail, with the ability to attach the voice message as a standard ".wav" file. The system can accommodate a practically unlimited number of voice mail accounts and boxes per account. Each voice mailbox has independent settings for the maximum number of messages allowed, message retention time, and notification method.

Account Scripting and Forms Design

Tascom's account scripting and forms design tools employ a user-friendly "drag and drop" interface to quickly and easily build and modify agent screens. New accounts can be created and modified in minutes, without the need for a highly trained IT staff.

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Web Appointments

Tascom offers AppointmentsOnCall.com, an application service, hosted on Tascom's web server in Chino, CA, that allows your site to manage appointment scheduling for your clients. Both your clients and your agents can simultaneously set, modify, cancel and confirm appointments in a highly customized environment. Combined with the Tascom Evolution Server, Web Appointments can automatically pop to the client's specific appointment calendar from an in-bound phone call to an account in the Tascom Agent program.

Hosted System Advantages:

- One low monthly fee provides you a system with most options
- No maintenance fees
- No upgrade fees as the system is updated
- Virtual elimination of telephone costs through the use of Voice Over Internet Protocol (VOIP)
- Operates on DSL, Cable Broadband and/or T1
- Remote Agent is Standard
- Market locally or anywhere in the country
- Provide your own PCs for Work Stations
- Off site backup of data
- Inherent disaster recovery
- Secured Access
- Data protection