

For the first time ever,
organizations can
fulfill every aspect of
essential contact
center operations
with significantly
lower costs using
fully integrated and
innovative solutions
from OnviSource.

OnViews
OnviCord
OnviScript
OnviCall

OnviCenter

The Complete Contact Center Solution

OnviCenter offers an innovative suite of software solutions to advance contact center sales, marketing, customer support and business operations. This comprehensive product suite delivers enhanced productivity and compliance tools such as call recording, data mining, campaign management, call handling and industry-specific solutions.

Achieve the Highest Levels of Performance, Quality and Compliance

OnviCord advanced software provides all the functionality and features required to engage in call monitoring, recording and quality management – effortlessly! Capture 100% of voice and data activity easily and cost-efficiently while engaging in every type of call recording, such as agent productivity management, quality assurance, liability protection and call archiving.

OnviCord products interface with virtually any PBX, with flexible configuration options for station side and trunk side recording, T1/E1 taps or Voice over Internet Protocol (VoIP) communications. The result is a stable, reliable, universal call recording solution without complex integrations, software upgrades or reconfigured trunks and switches.

Optimize and Control Your Business Processes

OnviScript applications improve client service, increase productivity and prolong agent retention by creating campaigns and intuitive call flow scripts for inbound and outbound contact center environments. Extract information from legacy databases while establishing targeted lists and defined campaigns. Powerful call flow scripts created with *OnviScript Writer* produce highly profitable campaign results.

Quickly and Easily Implement Inbound & Outbound Call Handling Applications

OnviCall products and applications enable contact centers to achieve their goals by providing complete call handling solutions, Computer Telephony Integration (CTI), operations management tools and other business applications. *OnviCall* products work seamlessly with *OnviCord* and *OnviScript* as part of the *OnviCenter* suite of applications.

OnviCall offers an affordable platform for small to medium contact centers that provide inbound call handling, Automatic Call Distribution (ACD), database management, voice mail, message dispatch and integrated web applications. Predictive dialer capabilities for outbound contact centers feature customizable call management rules, call queue controls, switching and unified messaging integration.

OnviCenter

The Complete Call Center Solution

OnViews Management Dashboard

Dynamic operations and management control center provides full telephony, voice recording, management tools and operations applications in an intuitive and easy-to-use interface. This user interface dashboard allows control of operations from a single screen, including access to distributed contact centers. *OnviCord*, *OnviScript* and *OnviCall* products work seamlessly with *OnViews* as part of the *OnviCenter* suite of contact center applications.

OnviCord

Enhance Agent Performance,
Quality and Compliance

OnviCord Web

Simple, browser-based access to a robust tool set that provides everything needed to manage call information quickly and easily:

- Search and playback calls based on agent, length, date, time, account incident or other identifiers.
- Review calls for dispute resolution, order verification, training or evaluation.
- Create evaluation templates to easily review and score performance.
- Run reports and analyze call activity based on your specific variables.
- E-mail recordings, notes or memos.
- Manager user accounts and access privileges.

OnviCord Agent

Supports free agent seating, record on demand and screen capture. Enables users to add searchable information, such as notes or accounts during call recording for later reference and review:

- Annotate calls as they are recorded to flag content types, accounts or customer issues.
- Setup on demand call recording as required.
- Capture synchronized voice and screen recordings.

OnviCord Software Developer Kit

Support easy integration into existing applications or develop customized functionality using our Software Developer Kit (SDK).

OnviScript

Optimize and Control
Your Business Processes

OnviScript Writer

Campaign management tools allow non-technical staff to easily create call flow scripts for inbound and outbound environments in a matter of hours.

OnviScript Writer call flows assist in first-time resolution of customer inquiries, delivering increased productivity, improved client service, and agent job satisfaction - leading to higher retention of clients and staff.

OnviScript Capture OnviScript Miner

Easily access legacy databases and extract key information to define target lists and implement effective campaigns and telemarketing programs.

OnviCord Console

A virtual panel display that appears similar to the buttons and lights on a receptionist's phone is viewable through the *OnViews* dashboard. Buttons indicate real-time channel activity by agent or line.

- Track channel and line availability
- Monitor activity for specific lines or users
- Manage system alerts.

OnviCord Monitor

Enables supervisors or authorized users to monitor calls for quality assurance, training or evaluation from virtually any location. Monitor live voice and screen activities from the desktop, with no additional equipment required.

OnviCall

Quickly and Easily Implement
Call Handling

LDX, SBX, MSX Platforms

Scalable call handling platforms provide low-cost solutions that are optimized for small to medium contact centers. Utilizes industry standard Microsoft Windows and XP Professional based servers and MySQL database. Built on a modular, client server architecture that can add capacity and optional features as needed:

- Inbound Call Handling
- Outbound Call Handling
- Automatic Call Distribution (ACD)
- Computer Telephony Integration
- Database Management

OnviCall Options:

- Interactive Voice Response
- Dispatch & Messaging Services
- Web Integration
- Voice Mail
- Unified Messaging

OnviCall Dialer

Intelligent predictive dialer for outbound call handling featuring: customizable call management rules, call queue controls and call switching for call forward functions.

Special statistical reporting functions include averages for on-hold time, call wrap-up time, talk time and dropped calls.

Customized settings include agent call time limits, call assignment method, agent privileges and permissions, minimum initial contact time, maximum connect wait time, maximum calls in queue, and ring options.