

TASCOM EVOLUTION

End-To-End Communication Solution

Tascom Evolution is a comprehensive, end-to-end communication center and messaging solution built on three primary concepts:

- **Open Architecture** - The entire Tascom Evolution system is designed on standard Windows® operating systems.
- **Open Databases** - Every detail of the system, user, client and message information is stored in Open Database Compliant (ODBC) tables.
- **Off-the-Shelf Hardware** - All system hardware components are readily available from industry channels – no proprietary hardware.

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 Agent Logging
- **Virtually Unlimited ACD Groups**
- **Digital and Analog Telephony**
- Ring to Hook Reporting
- On-line Monitoring
- Unified Messaging
- Text to Speech
- Inbound and Optional Outbound/Blended Agents
- User-Friendly Account Scripting and Forms Design
- Client Web Access Capability
- Programmable Billing

Universal Ports

Each of the voice channels on the T1 Span has access to all of the system's capabilities:

- Voice - Agent **or desk phone**
- Voice Mail – Any incoming call can be directed to a voice mail box
- Agent Logging – Inbound and outbound calls
- Interactive Voice Response – Fully programmable
- Fax – Multi-line **up to 24 outbound ports**
- Paging – Digital and alphanumeric
- E-mail – Modem or broadband
- Web Access – Modem or broadband.

Each T1 Span can handle all types of inbound and outbound traffic. Ports are used as needed, without having to allocate a specific group of “trunks” to any particular function.

Every circuit in every T1 Span can be used for incoming calls, outgoing calls, or fax calls. In short, all of your circuits are available to any call, for any port, for any application, at all times.

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 forms.

Automated Call Distribution

The Tascom Evolution system is a “unified” all-in-one system with rules-based and skills-based Automatic Call Distribution (ACD). A virtually unlimited number of agent skill levels may be assigned, and client calls may be routed to specific agents or groups of agents based on the agent's particular skills or based on specified rules, such as time of day or day of week.

Each agent can be assigned multiple skill capabilities (languages, experience levels, sensitivity settings). Variable client priority settings may also be applied to move callers of specified clients to higher positions in the call control queue.

Inbound, Outbound & Blended Agents

There is no limit to the number of client accounts that can be presented to standard Inbound Agents. With the optional Preview and Progressive Dialer capabilities and Outbound Agent licensing, agents can be assigned to multiple outbound teleservices campaigns. Agents can also function in a Blended mode with the ability to be automatically switched between inbound and outbound modes, depending on designated call traffic patterns. There is no limit to the number of outbound dialing queues that can be set up. Agents also can manually dial or use speed-dial functions.

(Features in plum-colored text require system purchase)

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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.

Unified Agent Logging

Tascom’s Agent Logging allows conversations on inbound and outbound calls between callers and agents to be recorded in standard “.wav” file format. This is particularly helpful for training and quality control purposes. If agents handle one call at a time, each call is recorded in a separate recording file. If agents handle multiple calls and overlapping calls, a single recording file can be created to assess the agent’s overall productivity, efficiency and effectiveness. IVR dialogues can be established to trigger voice logging based on a variety of customer-specified schedules and parameters. The Tascom Agent Logging system shares the same hard drive space for recording calls as the Voice Mail system.

PBX Functionality

Also included in the system is Tascom’s PBX functionality. Although it provides basic features, when compared to full-featured PBX systems, calls can be transferred both ways between agent workstations and administrative desk phones. Virtually any standard 2500 phone equipment can be connected to any of the system extension ports. Fax, modem and other telephony devices can also connect to the system to maximize T1 trunk usage. Each extension port can be assigned voice mail access and can utilize inbound call logging.

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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.

Client Web and Wireless Web Access

Tascom’s Client Web Access features place the power of the Tascom Evolution database in the hands of your customers, via a standard web browser and via handheld wireless web appliances such as Personal Digital Assistants (PDAs) and other handheld devices.

With Tascom Client Web Access, clients can create, view and deliver:

- Messages
- On-call schedules
- Locates
- Data entry tables

In addition, web-enabled clients can use File Transfer Protocol (FTP) to update their client database tables, and listen to Voice Mail messages.

Web Text Chat and Page Push

Tascom’s Web Chat feature allows people on the web to click a button on a client’s web site and be directly connected with an agent for a live text chat. Agents have the ability to push web pages to the person initiating the web chat session.

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.