



OnviCall TeleCommerce

Inbound Order Entry and Payment Processing

Contact centers and telephone answering services benefit from inbound applications that enable them to expand their service offering while maximizing their workforce to generate more revenue.

OnviCall TeleCommerce is an easy to use order taking and payment processing application. Contact centers can easily expand their current inbound business and build new revenue by adding order entry as well as credit card processing and check payments to their services.

TeleCommerce order entry presents customer histories, catalogs and products to agents. Agents build orders using a shopping cart that calculates totals, including tax, shipping and builds a temporary invoice. Agents can look up previous customers and their order histories to readily view past purchases, making it easier to up sell and cross sell like items.

Payment confirmation allows agents to select a payment type, enter credit card information or banking information, if paying by check over the telephone. *TeleCommerce* also builds the final invoice for order confirmation.

Benefits:

- Leverage agent workforce by adding order entry services.
- Leverage existing client base by making order entry services available.
- Tap into new markets and build revenue by offering order entry and payment processing services
- Capitalize on previous investment in ACD and call handling systems.
- Expand business with minimal impact to existing infrastructure.

Features:

- Customer and product databases for multiple clients
- Automated order taking and requests for service
- Customer look-up with auto-complete fields
- Order Status
- Credit card processing and refunds
- Import product catalogs
- Shopping cart
- Order history

TeleCommerce is powered by AutoAgent agent transaction automation software. TeleCommerce can be integrated with third party inventory management systems.

One Fully Integrated Product Suite

OnviCenter

OnviCenter offers a highly affordable suite of integrated software solutions to advance contact center sales, marketing, customer support and business operations. This comprehensive product suite delivers workforce optimization (*OnviCord*), unified and automated agent desktops (*OnviTrax AutoAgent*), pre-packaged tele-enterprise business applications (*OnviCall*) and call handling supported by virtualization to enable remote operations and agents.

OnviTrax AutoAgent is a web-based application that automates call center agents' desktops. *OnviTrax AutoAgent* accesses the client's database to automatically populate customer information fields and to generate follow-up emails for clients and customers in the background during a transaction.

Call center managers can customize the workflow for each client. The call center administrator can configure the agent prompts and controls for collecting information and presenting screens with *OnviTrax AutoAgent's* user-friendly drag and drop configuration tools.

OnviCord PRO offers simple, browser-based access to a robust tool set that provides everything needed to access and manage call information quickly and easily.

OnviCord PRO supports free agent seating and record on demand.

OnviCord PRO enables users to monitor calls for quality assurance, training or evaluation from virtually any location. Monitor live voice and screen activity from the desktop, with no additional equipment required.

OnviCord Excella delivers the automated tools to easily review recordings of customer interactions and score agent performance. Supervisors can listen to calls and view video of desktop activity (where applicable) while simultaneously working through a customizable scoring template.

OnviCord Pictora captures synchronized voice and data recordings of desktop activity. Record on-screen activity in full color, or take advantage of our grayscale conversion technology to greatly expand recording capacity while maintaining crystal-clear image resolution.

OnviCord Persona performs workforce management that generates the workforce target requirement through forecasting, organizes and manages agents, builds plans and produces the best possible work schedule based on the forecasted need, agent availability and skill levels.

OnviNet provides the network infrastructure for all of *OnviCenter*. *OnviNet* scalable call handling and recording platforms provide low-cost solutions that are optimized for small to medium contact centers.

OnviNet utilizes industry standard Microsoft Windows and XP Professional based servers and MySQL database. Built on a modular, client server architecture, *OnviNet* allows for additional capacity and supports optional features.

- Inbound Call Handling
- Outbound Call Handling
- Database Management
- Voice & Data Recording

OnviNet Options:

- Intelligent Call Distributor (ICD)
- Automated Call Distributor (ACD)
- Interactive Voice Response (IVR)
- Dispatch & Messaging Services
- Web Integration
- Voice Mail
- Unified Messaging
- Predictive Dialer

Delivering Exceptional Customer Value

OnviSource backs up *OnviCenter* with superior customer care, and our commitment to your satisfaction begins at the very first contact.

To experience our service first-hand, contact OnviSource at **800-311-3025**.

We'll be happy to review your call center requirements and discuss how easily and cost-effectively you can implement *OnviCenter* products into your organization. View the *OnviCenter* suite on our website at www.onvisource.com.

About OnviSource

OnviSource offer highly affordable, fully integrated product solutions, hosted application services, and award-winning business outsourcing services in sales, marketing, customer service and support. OnviSource contact center products have demonstrated a superior degree of reliability combined with an outstanding set of features and capabilities that deliver revenue-bearing solutions to contact centers. The company provides solutions to thousands of customers and business enterprises worldwide. OnviSource Inc. is a Delaware Corporation headquartered in Plano, Texas with Operations Centers in Enid, Oklahoma.

