

Inisoft Limited

Since 1990, Inisoft has been creating high quality software solutions for a variety of commercial markets. With headquarters in Scotland and a network of professional services staff, it provides clients with high quality software solutions backed by exceptional service. For more than 10 years, Inisoft has provided solutions to add value to the Avaya portfolio of products with particular success in the inbound and outbound contact centre sector. In particular, Inisoft's synTelate product is deployed in 17 countries across EMEA and North America, and the company signed a Global Resale Agreement with Avaya in May 2011 to establish a worldwide channel for the distribution of the synTelate Portfolio of Agent Desktop applications.

Inisoft is a division of RESPONSE, one of the UK's largest contact management groups managing almost two million interactions each month.

Member presence in North America, EMEA, APAC and CALA.

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Offers

synTelate Enterprise Agent V4.2

Compliant with: Avaya Proactive Contact, Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services

Offer Solution Category: Call/Contact Center, Proactive Contact

Primary Industries Served: Banking, Insurance, Telecommunications



Enterprise Agent is the flagship agent interface within the synTelate Portfolio. Equipped with all the functionality required to display sophisticated agent screen designs and call flow scripts, Enterprise Agent also provides powerful integration capabilities offering the possibility of smooth call handling allowing agents to focus on the purpose of the call rather than navigating IT systems. Enterprise Agent readily accommodates even the most complex call handling requirements and is available as an upgrade option for users of synTelate WebAgent or WebAgent Pro. SynTelate's unique ability to simultaneously deploy agent screens via multiple deployment architectures provides ultimate flexibility for contact center managers seeking to make best use of resources while minimizing operating costs. synTelate Enterprise Agent has an extensive pedigree of delivering effective solutions without excessively long lead times making it the preferred choice for today's contact centers.

Benefits include:

- High quality customer service
- Increased Agent effectiveness
- Boosts Agent efficiency
- Maximize up and cross sell
- Accurate data capture
- Flexible deployment options

Features include:

- Agent Feedback statistics
- Customized data display
- Configurable call flow scripting
- Logical branching
- Conditional Logic
- API Integration option

synTelate WebAgent v2.1

Compliant with: Avaya Proactive Contact, Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services

Offer Solution Category: Call/Contact Center, Proactive Contact

Primary Industries Served: Banking, Insurance, Telecommunications

synTelate WebAgent and WebAgent Pro have been designed to work exclusively with the Avaya Proactive Contact solution. They deliver all of the standard functionality to automatically present the agent with both customer data from Avaya Proactive Contact and optional call flow scripts to provide guidance on handling the call. WebAgent and WebAgent Pro run in a web browser, making them easy to deploy while keeping maintenance costs low. Screens and call flow scripts can be fully customized using the highly graphical synTelate Designer application. WebAgent and WebAgent Pro have successfully passed compliance-testing for use against Avaya Proactive Contact.

Benefits include:

- Low cost of ownership
- Rapid deployment to agents
- Enhances investment in Avaya Proactive Contact
- Increased agent effectiveness
- Maximize up and cross sell
- Accurate data capture

Features include:

- Browser based
- Customized data display
- Configurable call flow scripting
- Logical branching
- Inter-field conditional Logic
- Rapid Integration Tool

synTelate WebAgent and WebAgent Pro are the ideal front-end for Avaya Proactive Contact and can be used for all campaign types and sizes where accurate and relevant customer data must be displayed on screen to agents. WebAgent and WebAgent Pro help agents deliver high quality customer service by providing them with the tools required to achieve the overall campaign objectives.

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