

# MAKE THE DIFFERENCE!

New world class applications  
for **highly profitable business**

www.vocalcom.com

# VOCALCOM

Connecting to Customers



to offer innovative world class applications  
at the **best price** to your customers

## PREDICTIVE DIALER

The most competitive Avaya certified predictive dialer

## WEB SCRIPTER

Powerful Web based Scripting tools

## NATIVE AVAYA CTI

With  
SalesForce.com  
MS CRM  
Oracle CRM  
Hermes CRM

## PROACTIVE WEB CUSTOMER SERVICES

Live chat & social media management

## I-RECORDER

The new “in-the-cloud” call recorder for Avaya platforms

**VOCALCOM** | 650,000+ users | 4,000 customers | 41 countries | the innovative market leader for proactive omni-channel contact center solutions.

**Join us and take the benefit of VOCALCOM partner program**

APAX Partners, one of the largest private VC in Europe with more than 25B€ of managed funds, have invested into the Vocalcom Group in 2011 to strengthen and speed-up our worldwide growth with the ambition to have Vocalcom becoming one of the top 3 major players of the contact center industry.

# 70%

of the customers  
**would like to be  
assisted** when they visit  
a web site.

## ARE YOU READY ?

To celebrate our new  
Devconnect Gold  
certification, Vocalcom  
is pleased to offer you  
for free the solution which  
will make true your  
web customer service

## ASK IT 4 FREE

[world-sales@vocalcom.com](mailto:world-sales@vocalcom.com)  
[www.vocalcom.com](http://www.vocalcom.com)

### THE KEY TO SUCCESS



Octopus  
Proactive Web  
Customer Service

# MEET YOUR CUSTOMER'S NEEDS

Increase your Business with VOCALCOM  
Become a VOCALCOM StarAdvantage Partner

## DON'T MISS THE WAVE

Register today to our Webinar

<http://webeventservices.reg.meeting-stream.com/vocalcom112011/>



**VOCALCOM**

Be Prime