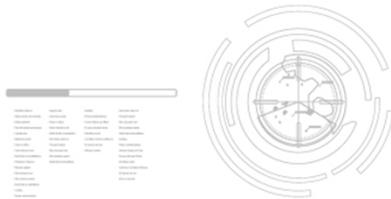**VOCALCOM**
Connecting to Customers

Interactive omni channel customer management

Partnering with Vocalcom
Be Prime!
And get highly profitable business

■ A unique market positioning

www.vocalcom.com

- ✓ **Market leader** thru innovation in providing a unique **Integrated Omni-channel Contact Center Platform**

- ✓ **Fast incorporation of emerging technologies :** Voice recording, Live Chat, Natural Language, …

- ✓ **640.000+ users in 44 countries**

- ✓ **R&D skill centers** in Paris, Barcelona and Brussels.

- ✓ **Major European and US awards** for innovation: Oseo, Eureka, …6 years in a row "Product of the Year" in the USA by TMC labs.

- ✓ **Avaya Devconnect** certified partner since September 2011.

VOCALCOM
Connecting to Customers

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✓ **Be prime!**

✓ **Get highly profitable business with increased product margins**

✓ **Offer innovative killer applications at the best price to your customers**

    ❑ *Highly performing predictive dialer*
    ❑ *Powerful web based scripter*
    ❑ *Pro-active chat and Web & Social customer service*
    ❑ *i-Cloud recorder*
    ❑ *SalesForce.com, Microsoft Dynamics CRM CTI*

✓ **Make the difference to meet your customer needs !**

AVAYA
DEVCONNECT
GOLD

www.vocalcom.com

✓ Vocalcom receives the **Avaya Devconnect GOLD certification** – September 2011

✓ **Customers can get the best of Vocalcom and Avaya** technologies, Vocalcom connecting directly to Avaya's network via AES Server and using the AVAYA ASAI interface:

❑ **Avaya ACD** for for Smart Handling of incoming calls.

❑ **Vocalcom CTI.**

❑ **Vocalcom Predictive Dialer** for outcoming calls – increase the agent effective talk time by over 40%!

❑ **Vocalcom Web Scripter:** easy to use scripting and web application generation tool.

❑ **Vocalcom Rich Graphical Interface, Supervisor and Reporting capabilities.**

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AVAYA
DEVCONNECT
GOLD

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✓ Leverages investments and allows companies with existing Avaya infrastructure to further build upon and expand contact center functionnalities → **pure incremental business !**

✓ **Vocalcom provides a cost effective solution** to complement Avaya architecture.

✓ **Seamless** CTI integration.

✓ **Implementation and integration time reduced by 80%.**

✓ **Competitive transfer price and high margin** for reseller.

✓ **Professional services revenues** (customized development), training, installation.

Vocalcom and Avaya – customer case study

TOUPARGEL® Groupe

- 40 sites in France
- 450 administrative agents
- 1250 Contact Center agents
- 350 agents / Predictive
- 900 agents / Click 2 talk
- Scripting – supervision –reporting

and also :

configuration :
2x S8730 + 16xG650 – 54 T2
350 x ACD lite – 900x TSAPI
39x G450 LSP
Hermès. Net v4 suite

DATA BASE FACTORY

GROUPE ACTICALL

ARMATIS
La satisfaction de vos clients sur toute la ligne

ATENTO:

Teleperformance

Vocalcom – a global coverage

Increase productivity by up to 25%

Branches   Customers
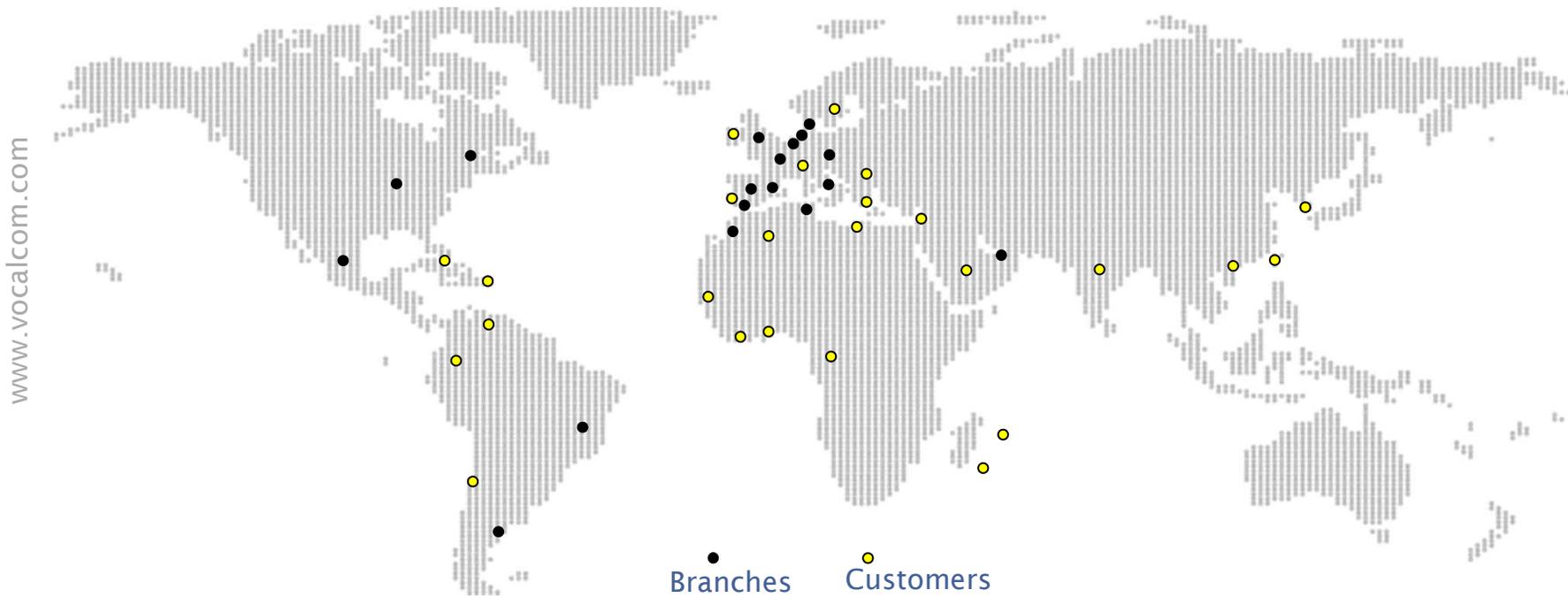
| 3 800 customers in 44 countries | 640 000 users | Used by 90%of outsourcers |

Principal Influences/Key factors

Mobile internet users
3.4 connections per day in 2011 compared to just 1.5 in 2010 (Google)

Speed
Information travels round the world in 0.13 seconds

Sharing
Each user has 130 friends and communicates with them on average twice per day (Facebook)

Cloud Computing
A $40.7 billion market in 2011, with a 22% year over year increase by 2020 (Forrester Research)

Social Media
980M people are using at least one social network in 2010 (Insites consulting)

Generic/paperless communications
294 billion emails were sent daily in 2010 +20% per year (Radicati group consulting)

Location Based Services
1 out of 4 mobile subscribers used LBS technologies in 2011

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VOCALCOM
Connecting to Customers

Manage your customers' interactive omni channel communications

We supply call centres with flexible, smart solutions which are simple, ergonomic and cost-effective.

Supervisory Control

Administration/Mana

Agent

Campaign Management

Rapid increase in customer interactions

Synchronised omni channels

- Facebook
- Twitter
- Mobile internet users
- Web based
- Video
- Chat
- SMS
- eMail
- Voice

Silo Multi-channels

- SMS
- eMail
- Voice

Mono-canal

- Voice

	1990s	2000s	2010s
Daily interactions worldwide *	x1	x35	x300

* Estimated interactions worldwide taking into account the 1990s figures for mobile phones, internet access and population growth

Quality of customer relations is a key stake

	Yesterday	Today
Welcome	• Priorisation was by waiting time • « Standard » welcome script	• Consultants have satisfactory/appropriate profiles (active matching) • Agents' increased comfort level improves the quality of the welcome/first contact
Requirements	• Managing explicit needs • Consultants working mainly in reactive mode	• Implicit needs can be detected • Consultant is pro-active • Customer input can be shared
Constraints	• Superfluous data entry • Complicated means of getting to the right person	• Data entered previously is recovered automatically • Information is improved • Significantly less time is wasted

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Our solutions are simple to deploy and to use, and can handle/manage any kinds of communication channels

Improve your agents' productivity	Increase your transformation rate	Provide an additional sales force which is competent and increases impact	Increase your recovery rate	Integrate social media
Hermès.Net	**Octopus**	**The Drive**	**Opportunity**	**The Link**
omni channel call centre web solution	Proactive web management of customer	Interactive digital centre at point of sale	Automated solution for getting in contact	Social interaction platform

Hermès

(Seamless/homogeneous/consistent) A unique integrated platform for all Vocalcom solutions

Agent interface /unified workspace		Customer Interface	
outbound media management		Entering media management	
Script designer	Interactive voice server		High value recording
Administration	Supervisory control		Reporting

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Your solution is being improved continuously

Plan

Carry out/implement

Setting-up of the solution

Technical expertise

Expertise from experience

MCO*	Business consulting
Support & maintenance	Optimisation by experience
Training	Benchmarking
Integration	
Installation& configuration	

React

Manage

* Maintien en Condition Opérationnelle

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Rapid, flexible implementation

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	On premise	Cloud/SaaS offering	
		Dedicated	**Multi-tenant**
Hosting	VOCALCOM	VOCALCOM or **partner**	VOCALCOM or **partner**
Sales model	License + Support /Rental	Service rental / Cloud / SaaS	Service rental/ Cloud / SaaS
Financial impact	CAPEX / OPEX	OPEX	OPEX
Standard deployment	2 – 3 weeks	2 - 3 weeks	< 1 hour

Outsourcers: improve your agility/be smarter

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Some customer references:

Teleperformance
b2s business support services
SiTEL
ATENTO:
intelcia
ARMATIS
DATA BASE FACTORY
centrix contact center
webhelp Groupe
intrum justitia
Laser
A creative customer-value company
EURO CRM
arvato services
BERTELSMANN
ONETOUCH DIREC
Prospect Solution Call Center
motiva contact centers
SENARC Cobrança & Contact Center
GROUPE AKERYS
GROUPE acticall
CCA INTERNATIONAL
MULTIVOICE CONTACT CENTER
VOYSUS GROUP INC.
Hardel
MBS مينا لخدمات الاعمال MENA BUSINESS SERVICES

Flexibility and Agility

- Synchronised use of communication channels
  Real time omni channel assistance
- Multi site solution

Simple and Ergonomic

- Agents' productivity is improved
- Campaigns can be set up quickly
- Campaign management is flexible
- A unique user interface

Decreased operating costs

- More simple means of administration
- Real time analyses and reporting
- Dynamic allocation of inbound and outbound agents

Telecom – Media: our solution allows them to offer new services

Some telco/media references

Flexibility and Agility

- Synchronised use of communication channels
- Real time omni channel assistance
- Multi site solution

Simple and Ergonomic

- Agents' productivity is improved
- Campaigns can be set up quickly
- Flexible campaign management
- Unique user interface
- Different professions can use the solutions autonomously

Decreased operating costs

- Simpler administration
- Real time Analyses and reporting

Some customer references:

Flexibility and Agility

Synchronised use of communication channels
Real time omni channel assistance
Multi site solution

Simple and Ergonomic

- Agents' productivity is increased
- Unique user interface
- Can be used autonomously by different professions

Lower operating costs

- Can be integrated into different technical environments of telecoms and ERP/CRM
- Simplified administration
- Real time analyses and reporting

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Transport – Energy: increase customer satisfaction

Customer references:

THALYS

Electrabel
GDF SUEZ

GDF SUEZ

SUNNCO
Spécialiste des **énergies renouvelables**

SEAFRANCE

Hydro Solution

GazMétro**PLUS**
SERVICES ET ENTRETIEN MC

Flexibility and Agility

- Synchronised use of communication channels
- Multi site solution

Simple and Ergonomic

- Improved productivity of the agents
- Unique user interface
- Can be used autonomously by different professions
- Increased quality of customer service

Better operating costs

- Simplified administration
- Real time analyses and reporting
- Can be integrated into CRM system

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Distribution: increase customer loyalty

Some of our references

Flexibility and Agility

- Synchronised use of communication channels
- Real time omni channel assistance
- Multi site solution

Simple and Ergonomic

- Agents' productivity is increased
- Higher sales due to incentive selling and cross-selling
- Improved rate of customer transformation

Better operating costs

- Simpler administration
- Real time analyses and reporting
- Integration into the CRM system

Wide range of partners

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Connecting to Customers

Hardware / Telecom	Software/ CRM	Resellers	Service providers	System Integrators
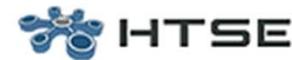
A strong market recognition through key awards and certifications.

« We have enjoyed a 25% increase in our predictive dialer success rate»

**Laurent Baychelier
Atento**

« +95% calls answered, +57% productivity, +80% improvement in customer service»

**Fernando Galvache
Sage Software**

« The pick-up rate of our outstanding debt customers has increased from 92% to 100%, and the number of hours worked on 100 000 debitors have decreased from 12 500 to 4 500 hours. Opportunity has given us 35 M€ paid in per month »

**Laurent Fournier
Orange**

« The solution's skill routing and active matching benefits along with its unified workspace were decisive for us »

**Jean-Luc Delattre
Crédit Agricole**

Technology

Fonctionnel

Services

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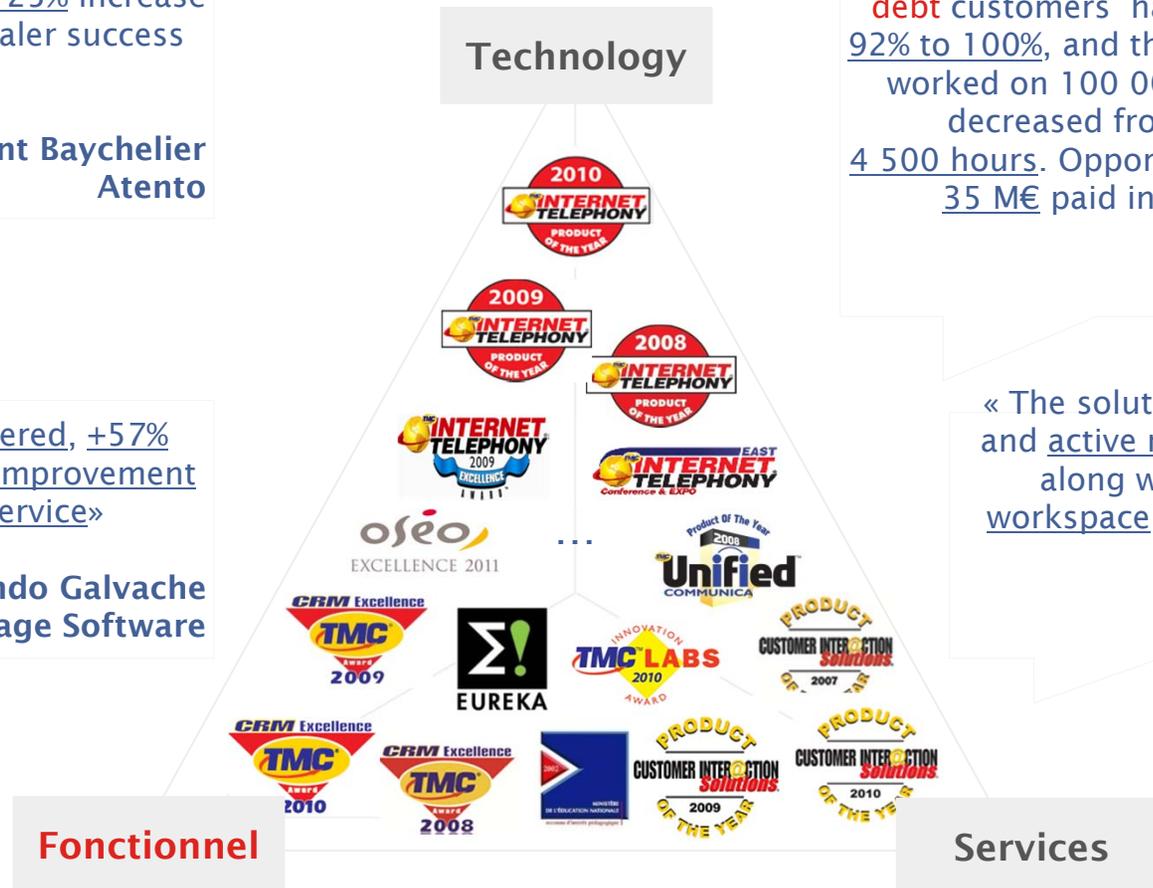
Flexibility and Agility

+

Simplicity and Ergonomy

=

Decreased operating costs

Speed up your omni-channel customer interactions with Vocalcom
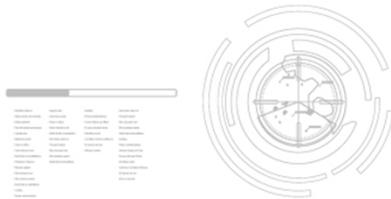
VOCALCOM

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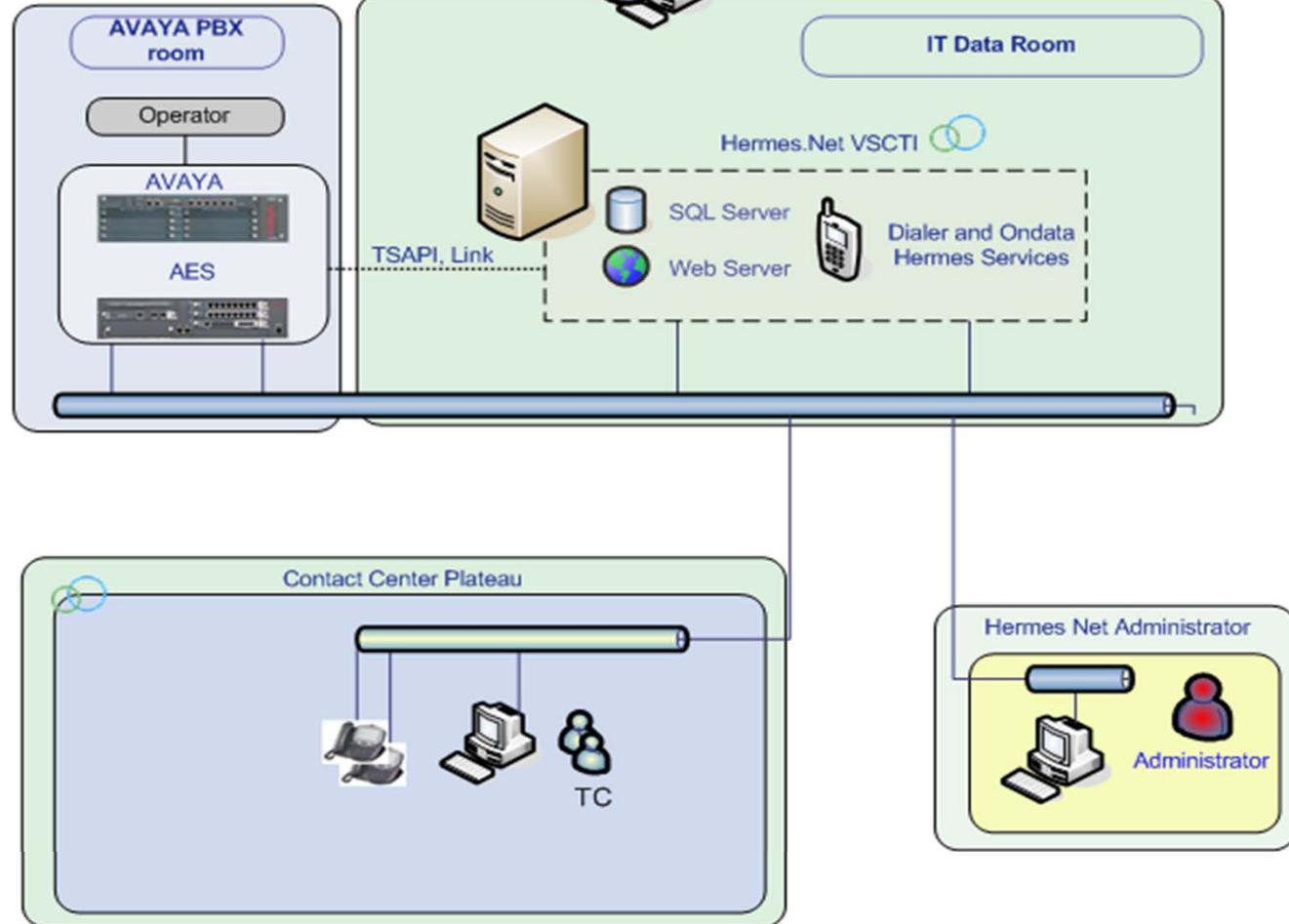
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Hermès.Net: Vocalcom – AVAYA architecture