



Cloud-Based Contact Center Software

## 3CLogic Overall Solutions and Features



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## 3CLogic Overview

With 3CLogic, enjoy the cost benefits of working in the cloud, while utilizing our advanced contact center software to enhance your agent's overall performance. Whether your business requires inbound, outbound, or blended solutions, we provide you with a 360-degree view of customer interactions across voice, chat, text, and social channels.

### Have some reservations?

Perhaps you already own your system or maybe you're worried about service disruption. No problem! With 3CLogic's solutions, enjoy costs savings equal to 30% less than your Annual Maintenance Charge, while using our pre-configured templates to seamlessly migrate your contact center over to the cloud.

## About 3CLogic

Our founders were among the original pioneers of VoIP (Voice over IP) and saw the benefits of combining it with a distributed architecture to truly provide a resilient and scalable contact center solution. Unlike our competitors, we built our solution from the ground up with our clients' needs in mind; no centralized servers and no single points of failure.

### How do you benefit?

#### CRM Integration

Salesforce, SugarCRM, Zoho, Infusionsoft, Microsoft Dynamics, ServiceNow.....you name it, and we've got you covered!

#### Products and Services

Inbound, Outbound, and Blended contact center solutions and services with 24/7, US-based customer support.

#### Virtual Telephony Application Grid (V-TAG)

With our innovative software technology, we avoid the pitfalls and limitations of traditional

centralized server architecture and provide you with greater reliability, power, capacity, and security, at a lower cost.

## Scalability

Regardless of your call volume or reps' needs, with 3CLogic, quickly scale your contact center up or down seamlessly.

## 100% Uptime

With our efficient and reliable system architecture, powered by our innovative Virtual Telephony Application Grid (V-TAG), we provide up to 100% uptime.

## Security

Every company values security, so why trust all your data, media, and private information to a third party? With 3CLogic, your data stays between you and your customers.

# 3CLogic Cloud-Based Contact Center Solutions

## Inbound Contact Center Software Suite

At 3CLogic, we understand what makes a contact center work, and designed our inbound contact center software to meet today's needs and tomorrow's challenges. Take your business to the next level with our skills-based routing, automated call distribution, and advanced CRM integration features.

The business world will always be on the move. Make sure you have the tools and resources to keep up, with 3CLogic.

3CLOGIC'S INBOUND CONTACT CENTER FEATURES			
✓	ACD and IVR	✓	Real time dashboard reporting
✓	CRM Integration	✓	Call disposition
✓	Skills-based routing	✓	Call recording and playback
✓	Call transfer, hold, and conferencing	✓	Supervisor barge-in and support
✓	CRM pop-up based on caller ID	✓	Full database support
✓	Toll free number support	✓	Custom call scripting
✓	Bundled DID & Toll Free	✓	Web-based configuration
✓	Click-to-call back client for your website	✓	Network error detection
✓	Music on hold	✓	Web-based reports and dashboard

How do you benefit?

### Workforce Optimization

In business, it's all about being efficient with your resources. So why should it be any different with your contact center? Take your workforce to the next level with our skills-based routing system and make every inbound call go where it should, to whom it should, on the first try. It's just smart business.

### First Call Resolution

With 3CLogic's single window user interface and CRM integration capabilities, each of your reps will have quick and easy access to any and all information relating to each inbound caller, providing them the power to address each issue or inquiry on the spot. Now that's customer service!

### Efficient Queue Management

Manage your call center more effectively with real-time reporting tools (average call times, average hold times) to help you better assess your team's overall productivity.

## Outbound Contact Center Suite

With 3CLogic, our outbound software was built with you and your reps in mind. Increase talk time, improve contact rates and connectivity, lower operational costs, and raise the overall performance of your contact center with our complete cloud-based software solution.

3CLOGIC'S OUTBOUND CONTACT CENTER FEATURES			
✓	Real-time dashboard reporting	✓	Predictive, progressive, and preview dialing
✓	CRM integration	✓	Supervisor barge-in support
✓	Outbound IVR	✓	Custom call scripting
✓	Real-time dashboard reporting	✓	Multiple contact channels (voice, email, text, and chat)
✓	Single Window interface	✓	Call disposition
✓	Agent presence and instant messaging	✓	Bundled USA Local and Long Distance
✓	Network error detection	✓	Answering machine and fax detection
✓	Call transfer, hold, and conferencing	✓	Multiple Do-Not-Call lists
✓	Toll-free technical support	✓	Advanced lead management and recycling

## How do you benefit?

### Increased Agent Performance

Every minute counts when trying to reach prospects or execute on a specific call campaign. Yet, manual dialing only averages 15 minutes per hour, per agent. Want a better solution? With our predictive, progressive, and preview dialing features, take control of your call center and increase talk time by as much as 300%!

### Reduced Costs

With 3CLogic, setup is easy. All you need is a high-speed internet connection, a PC, and a computer headset for each agent. That's it. No expensive kits, no specialized equipment, and no accountant to track depreciation. Simple and cost effective!

## Scalability

Is your company growing? Is your call volume seasonal? Worried whether your contact center can keep up? No problem! With 3CLogic and our Virtual Telephony Application Grid (V-TAG), scale your company up or down seamlessly.

## Blended Contact Center Suite

3CLogic's blended solution allows you to enhance your contact center's overall productivity by allowing your agents to both make and receive calls as demand and strategy dictate. No more unnecessary division of reps and workstations. Your resources, working efficiently, all the time!

3CLOGIC'S BLENDED CONTACT CENTER FEATURES			
✓	ACD and IVR	✓	Predictive, progressive, and preview dialing
✓	Consolidated Reporting & Analytics	✓	Inbound/Outbound blending of multiple contact channels
✓	CRM Pop-up and Integration	✓	Single click agent monitoring and reporting
✓	Consolidated administration	✓	Call transfer, hold, conferencing
✓	Single window interface	✓	Context-based call scripting
✓	Skills-based routing	✓	Agent presence & instant messaging
✓	Dynamic call Recording	✓	Call prioritization

How do you benefit?

Improved Efficiency

With 3CLogic's Blended Contact Center Solution, automatically distribute inbound calls to the appropriate reps while allowing outbound calls via predictive dialing.

## Consolidated Performance Measurement and Reporting

Enjoy end-to-end real-time and historical reporting of both rep and call center activities, providing the visibility and insight your managers require to positively impact your bottom line.

## Reduced Costs

Our Blended Contact Center Solution is reliable, seamless, and scalable, providing you the flexibility to manage your costs in line with your needs. No hassle, just productive business.

## Custom CRM Integration and Features

At 3CLogic, we want to simplify your business and improve your contact center's performance, which is why we integrate with today's most popular CRMs. Don't see yours listed? No problem! Just let us know and we will work with you to integrate with them. Simple and flexible, so that you can concentrate on what matters...your business.

But integration with your CRM is only half the story. At 3CLogic, we've created features and benefits which will enhance your reps productivity and performance, while improving your customers overall experience. Like what you see? Just let us know, and we can customize your integration to include any of them!

3CLogic, your one-stop-shop for complete cloud-based contact center solution.

## CRM FEATURES

### CRM Access

Once your reps login into your CRM, calls can immediately be made or received using the 3CLogic system. This simple and convenient feature saves the login session information and displays customer data within the 3CLogic single-user window interface. With CRM Login,

finally enjoy the benefits of combining your CRM with the “voice” portion of your contact center.

### Customer Information Popup

Save your reps’ time while enhancing the client experience with a “popup” displaying all the customer information relevant to the call in progress. Eliminate the need to repeatedly ask clients to identify themselves, enjoy quick access to important client information as well as prior history, and make first call resolutions a reality.

### Automatic Import of Contacts

Automatically import contacts to 3CLogic from your CRM system without the need to manually export them. Yet another way to save you and your reps valuable time and keep you productive.

### Embedded Click-2-Call Button

Representing true integration, a Click-2-call button is embedded into your CRM to allow your agents the convenience of making calls directly from their respective CRM screens. No separate phone or dialer necessary any longer!

### Customer Information Retrieval

When a call comes in, API calls are made to your CRM, using the incoming number to fetch customer information from your CRM system. If the caller is a new customer or prospect, a window will be displayed automatically to create a new entry within the CRM system.

### Auto Create CRM Record

Outbound calls are identified using CRM IDs that are pre-loaded into the 3CLogic portal. If a new prospect is contacted for the first time, a window will be displayed to create a new customer record within the CRM system.

### Status Sync

Save time and avoid duplication with the Status Sync feature, which will “sync” data between 3CLogic and your CRM. Regardless of where the data change(s) are made (via 3CLogic or your CRM), automatically update customer records and save your reps the hassle of doing it twice.

#### Post Call Data

Record reps’ call data information (e.g. date and time of call, call duration, call disposition, link to call recording) to your CRM system for future reference, training, and compliance. With Post Call Data, your records are truly accurate, relevant, and complete.

#### Sync Callback with Calendar

Avoid missed appointments and enhance the customer experience by allowing your reps to sync scheduled client calls with their respective calendars.

#### Create Activity History/Note

With this feature, in addition to updating customer information fields, a record regarding the customer’s history can be created and associated with the customer record within the CRM. Just one more feature that greatly enhances convenience for you and your reps.