

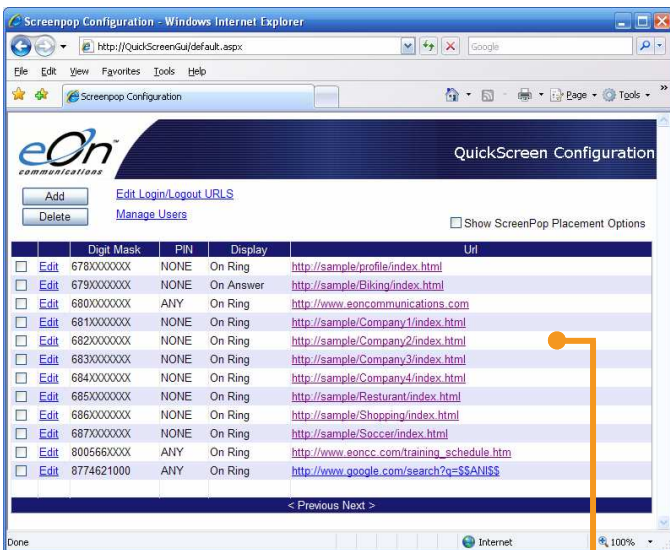
Integrating web applications to telephony equipment can be a costly and complicated task. While high levels of integration typically require advanced programming techniques, many applications only require basic integration such as context sensitive screen pops. QuickScreen, designed for the eQueue™ Multimedia Contact Center Solution, provides an easy method of leveraging basic CTI in a web-based environment.

The eQueue can queue and distribute incoming customer interactions, whether by phone, e-mail or Internet, and deliver them to the most appropriate contact center agent. On the agent's desktop, QuickScreen can be used to automatically pop customer management applications, such as CRM, billing systems or any other web-based application, complete with caller specific information and past transactions. This increases agent productivity and provides them with the ability to provide personalized service and to anticipate customer needs.

QuickScreen uses eOn's SoftPhone to provide the framework to drive interactions between the agent, the eQueue and the desired content or web application. Simple step-by-step browser configuration tool provides contact center customers the ability to create for themselves screen pop applications without the need of expensive middleware.

QuickScreen Advantages

- Power and flexibility without the cost of custom development.
- Screen pop features now completely within your control.
- Easy integration between simple telephony events and external data.
- Easy configuration of the data delivered on each event.
- Well documented, wizard based toolkit greatly simplifies integration to customer management applications.



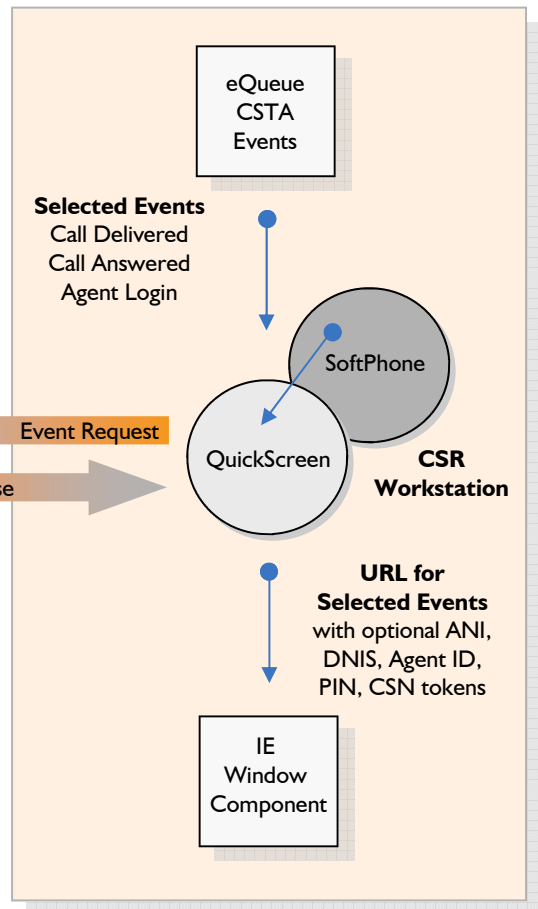
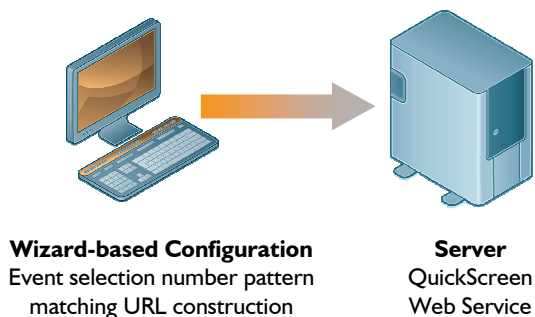
QuickScreen Configuration Tool



Agent Desktop

QuickScreen Features

- Delivers URL to a window on the agent's desktop.
- URLs may point to web pages, ftp sites, multimedia files, MS Office or Adobe documents.
- Supports multiple calling party number match patterns
- URLs may also contain tokens – ANI, DNIS, PIN, CSN and agent ID – which are dynamic elements of the URL field that will automatically be replaced with data from the current call.
- URL can be delivered as the call is ringing or answered.



Product Requirements

Server Software

- Microsoft Windows 2000 Server or later
- Microsoft Internet Information Services (IIS) 5.x or 6.x
- Microsoft SQL 2000, 2005
- Microsoft .NET Framework v1.1

Server Hardware

- Server hardware requirements are solely driven by concurrent agent event requests. In most cases, the service can reside on an existing eOn server such as Recorder, Report Server, etc.

Client Software

- eOn SoftPhone with QuickScreen software
- Microsoft .NET Framework v1.1
- Microsoft Internet Explorer v5.5 or later

QuickScreen Architecture

QuickScreen is comprised of two primary components:

1. **Server** — A web service that delivers a web application for configuration of agent events.
2. **Client** — Provides the screen pop functionality on the CSR's workstation. This works with eOn's SoftPhone to process events as they are received from the eQueue.