

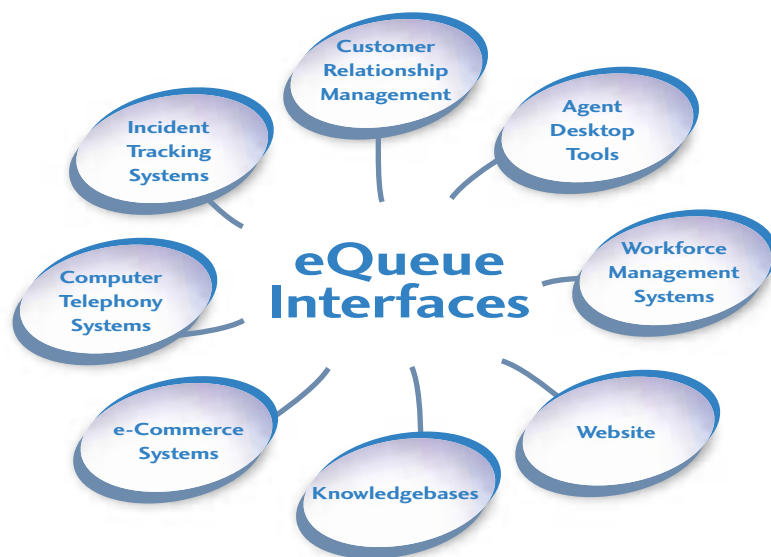
eQueueTM Interfaces

The ability to uniformly manage customer interactions plays a major role in enhancing your customer relationships. eQueue Interfaces gives you the necessary tools to tightly integrate the eQueue Multi-Media Contact Center Solution with existing enterprise applications including CRM, knowledge databases, self-service applications and e-commerce systems. The result – your agents will have a complete 360° view of each and every customer interaction.

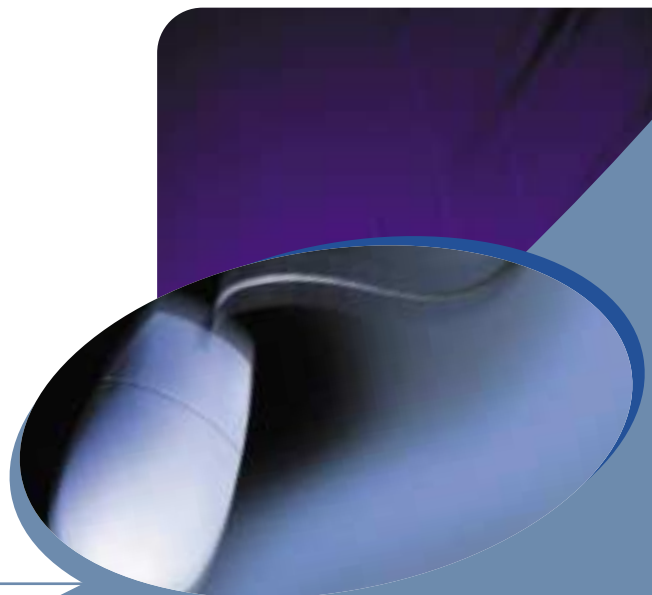
Open Systems

By leveraging open industry standards, eQueue's system architecture allows quick and easy integration with existing applications and databases, preserving technology investments and establishing a rapid deployment environment for future applications. eQueue Interfaces allows you to create interoperability with any of the following:

- Existing Call Center Applications
- Customer Relationship Management Solutions
- Agent Desktop Tools
- Incident Reporting Applications
- Workforce Management Solutions
- Web Site Applications
- E-commerce Storefronts



eQueue Interfaces leverages open industry standards giving you the extensibility and integration tools necessary to customize the eQueue solution.





Integration Tools

eQueue Interfaces provides off-the-shelf connectors that can be used to establish tight integration with popular enterprise applications:

Computer Telephony Integration - dynamically link to existing call center applications using CSTA, TAPI, TSAPI, VERSIT, CT Connect and IBM CallPath

Customer Relationship Management - extend contact routing decisions to include customer profile data via ODBC and JDBC connections.

Workforce Management - the eQueue Event Interface provides a real-time event stream of detailed contact center agent and resource statistics that can be used for agent scheduling and forecasting needs.

Enterprise Reporting - create custom reports or export critical contact center statistics to popular third party report writing and monitoring tools.

Web Site Integration - link customer chat requests and e-mail forms using HTML and Java scripts.

Screen Pops - provide agents with an instant view of customer profile information for personalized service interactions, using ActiveX and Java Beans controls.

Professional Services

We are committed to helping our clients achieve their customer contact goals through the optimized application of eOn products and services. eQueue Interfaces solutions are backed by the experienced project managers, software developers, and application engineers in our Professional Services organization. Bringing over a quarter century of experience in delivering customer contact solutions, our professionals are available to assist you in the development and delivery of any integration need.

Key eQueue Interfaces Benefits

- Leverage existing technology investments
- Tailor fit our solution to meet your exact needs
- Dynamically incorporate customer data into your service delivery interactions
- Tightly couple contact center applications to increase automation
- Easily deploy future applications



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