



eQueue VoIP™

Understanding and implementing new technology can sometimes be a daunting task. eOn has simplified the choice of using VoIP (Voice over Internet Protocol) by developing cost-effective solutions to address specific business needs. With eQueue VoIP, you can gradually add IP technology while still maintaining your traditional contact center infrastructure investments.

Flexible IP ACD and PBX Capabilities

Whether you need to increase your agent pool or require a backup resource plan, eQueue VoIP enables your contact center to achieve these goals.

eOn SIP Phone

The eOn SIP phone is a full-featured IP phone that can be used in ACD and PBX applications. Designed to be used with the eOn SoftPhone™ application, the eOn SIP phone delivers toll-quality voice, and includes a speakerphone, caller ID and speed dial from an address book.

Although there are multiple protocols available for VoIP, many industry observers consider SIP as the future of VoIP. SIP is an IETF standard that enables users to rely on IP networks to establish sessions which could include voice, video and instant messaging communications.

Remote Agent Flexibility

One of the largest expenses in the contact center is the cost associated with hiring and maintaining a skilled agent workforce. When you can select agents from remote locations, you can better find and retain qualified people. Using eQueue VoIP gives you more choices to successfully deploy a remote agent workforce.

With eOn SIP phones, remote agents have access to a full range of agent capabilities. In addition to a wide range of telephony features usually found only in digital telephones, agents have access to real-time statistics to monitor how their group is performing.

Remote workers may also be deployed using SIP capabilities inherent in the Microsoft Windows XP® operating system. By coupling the eOn SoftPhone application with Windows XP, you can quickly deploy VoIP in your contact center.

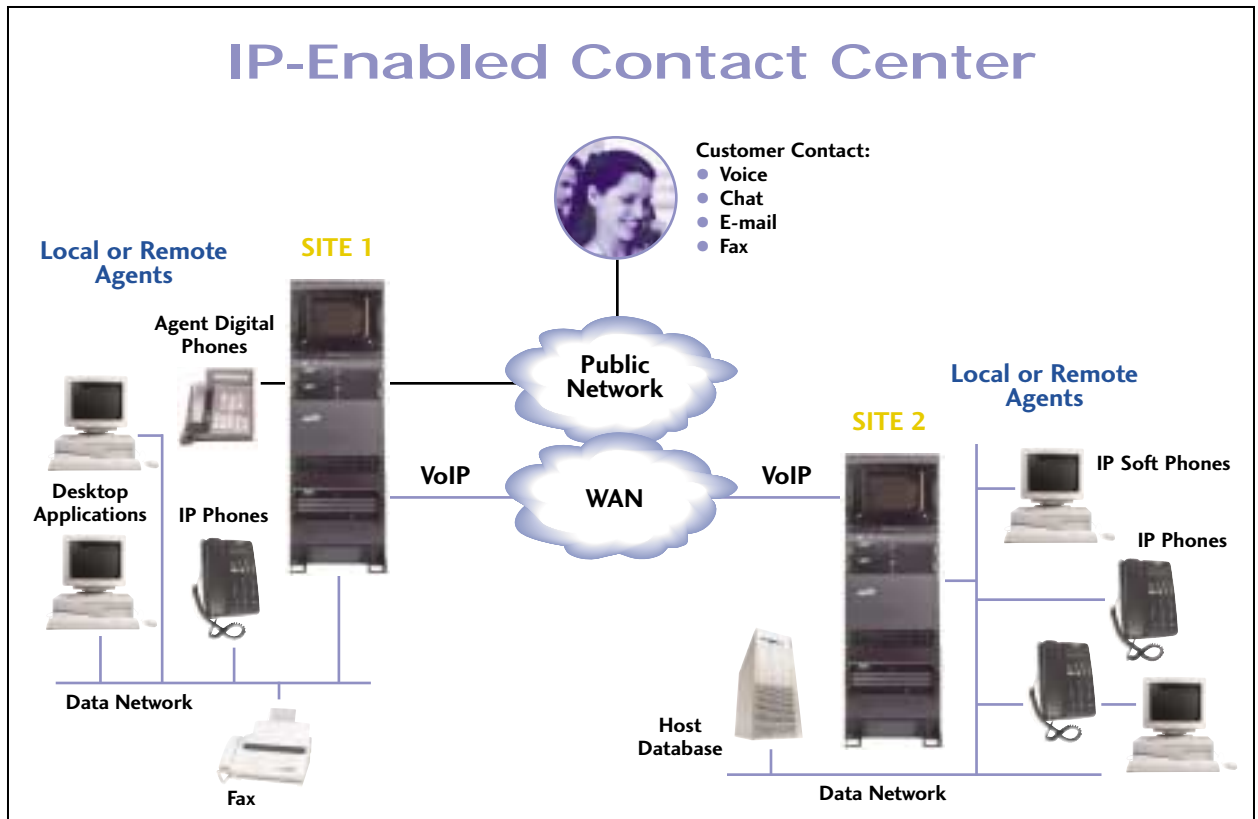
With eOn's Supervisor WorkSpace™, contact center managers can monitor and track remote agent activities in real-time, just as if the agents were in the contact center.



eOn's fully-featured SIP phone can be used in ACD or PBX applications.



IP-Enabled Contact Center



Fully Integrated Universal VoIP Gateway

With eQueue VoIP, you can invest in IP technology without sacrificing performance and functionality. The eQueue uses a fully integrated universal VoIP gateway card that can be used for network trunk access or for station devices. Additionally, it plugs into the shelf with the rest of your telephony cards.

Smooth Migration

With eQueue VoIP, you have a cost-effective option for migrating to IP networks using your existing equipment. Whether you need to network multiple sites or want additional options for remote workers, eOn offers the right solution for your contact center.

Reduce costs

With eQueue VoIP gateway capabilities, you can network geographically dispersed systems together for additional contact routing options.

Since voice is compressed at the originating end point and then decompressed at the terminating end point, it reduces bandwidth consumption per call – therefore reducing the number of leased lines needed between sites.

Key eQueue VoIP Benefits

- Investment protection by leveraging your existing infrastructure investments
- Create virtual service centers with remote agent capabilities
- Cost-effectively connect multiple contact centers
- Add IP capabilities to your contact center as your business needs require
- Maintain high quality of service to ensure customer satisfaction

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