

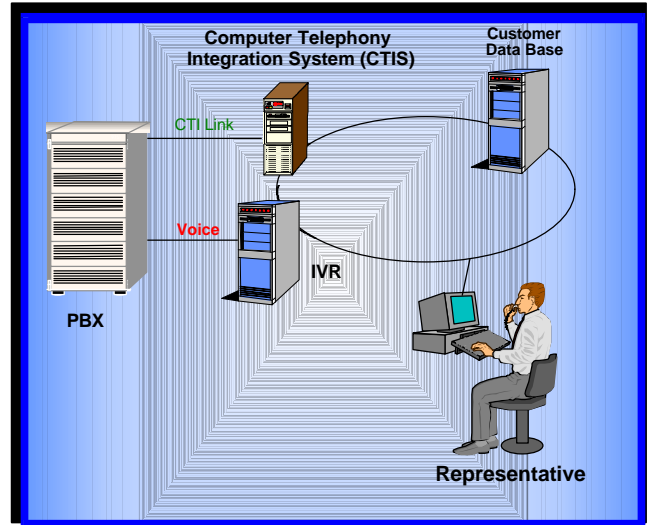


# Call Center Solution

## Purpose

ComTek combines ComTek's Screen Phone™ and CTIS™ products with IVR capability to fully integrate your customer center with the most efficient use of resources and functionality. ComTek's integrated solutions provide your call center with:

- Automated dialing
- Intelligent call routing and call transfer
- Screen pop of client records
- Skills Based Routing
- Load balancing of multiple site call centers
- Call history reporting
- ScreenPhone Agent Workstation Interface



## How it works

CTIS attached to the host, PBX/ACD, IVR and Agent Workstation provides monitoring and control of inbound and outbound calls. Incoming calls may be routed to an available agent based on the specified skills, or training, without regard for which location they resided. During idle times, the system may, based on your specified parameters, start available representatives call backs from the list of customers who abandoned in queue or left messages. After the system detects that the inbound queues have risen past a customer specified parameter, the representatives will be returned to handling inbound calls status.

Multiple call centers are load balanced according to your needs, with calls routed to an alternate center when a given center reaches a user defined load threshold.

All calls are tracked within the system to provide a complete call history, indexed by customer provided information, of the call activity in all of your call centers to measure call history for balancing peak demands.

## Benefit

- Incoming calls are handled more efficiently
- More efficient Representatives
- More customers contacted is less time
- Customers contacted more often which means resulting in more Orders
- Time Zone / Peak period efficiencies
- More productive work flow

For More Information:



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