

Virtual Service Desk

by Mutare Software

Application Highlights:

- Enhanced customer service provides customers options for when and how to communicate with you, 24 hours a day, 7 days a week.
- Increased staff productivity means personnel can be more effective during busy hours and provide better responses during off-peak hours.
- After-hour coverage provides customers with the option to make requests after-business hours and get responses the next business day.

Mutare Software is a Premier Member of Avaya's DevConnect Program, and the leading developer of application solutions for Avaya's Octel platform.

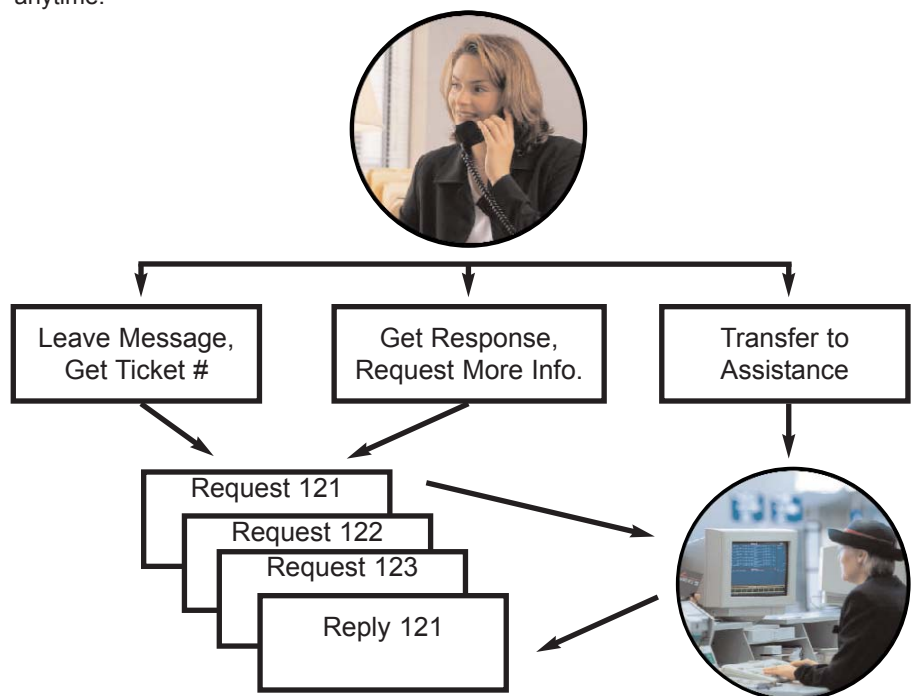
Mutare's years of voice processing experience and unparalleled commitment to service ensure complete satisfaction with the Virtual Service Desk application.

For more information and a complete list of solutions for your Octel platform, visit Mutare's website at www.mutare.com or call 847.496.9000.

Virtual Service Desk - can help your business increase customer service and operation efficiency by providing dynamic messaging capabilities to your callers, a feature especially valuable during peak calling periods and after business hours. Customers have the option of waiting in a queue to speak with a representative, or using the automated Virtual Service Desk to record their inquiry and receive answers through recorded messages.

With Virtual Service Desk, callers can leave a message about their inquiry – at any time – and pick up the response later or request a call back. If callers want to pick up the response to their inquiry at their convenience, they are given a call back time frame and reference number to use when retrieving the response. The reference number may be a caller-entered number (such as a phone number) or a system generated number provided to the caller by the application. When available, representatives call into the administrative application and respond to messages.

A status report containing information on the number of messages waiting, the number of messages handled, and a listing of the oldest and newest message can be provided by telephone or desktop user interface for agents or administrators at anytime.



- System generated or customer entered reference number, i.e. phone number, to keep responses private.
- Customers pick up responses using a reference number or request a call back.
- Capacity of 1,000 queued messages.
- Status reports accessible anytime by telephone or desktop.
- Ability to utilize PC/LAN database to analyze application usage and response time for each message.



2060 East Algonquin Road, Suite 701
Schaumburg, Illinois 60173
847.496.9000 Fax: 847.496.9010

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