

Brief Overview

inContact is an award-winning, hosted call center software platform that enables you to deliver exceptional customer experiences while decreasing costs and increasing revenues.

Key Features

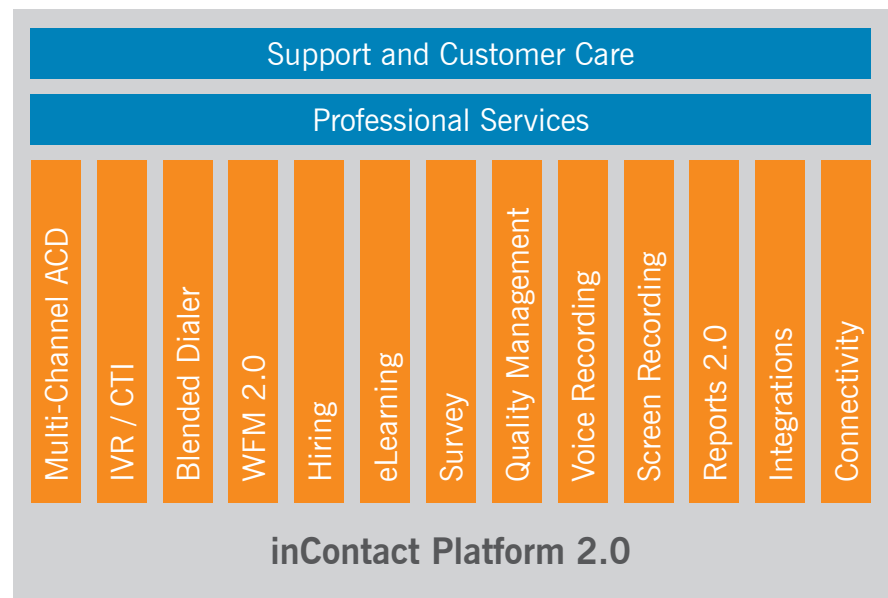
- Geographic redundant data centers
- 99.99% SLA for critical applications
- Cloud based - No need to buy, maintain or upgrade hardware
- 24/7/365 Network Operations Monitoring
- No annual maintenance or upgrade costs
- Automatic updates
- Multiple sites can operate as one, reducing IT costs
- At-home friendly
- Billed only for what you use each month
- In-house telecom reduces connectivity costs
- Leverage your ability to succeed while remaining low risk

inContact Platform 2.0

Our award-winning call center software platform improves agent performance, reduces operational expenditure and increases profitability

Improve the future of your call center with inContact. Our hosted call center software solutions are smarter and we have the in-house expertise to not only make your life easier but enable you to increase uptime, reduce security vulnerability and increase the strength and profitability of your business.

The inContact platform encompasses a suite of best-of-breed contact center applications:



Reliable and Secure

- According to Ventana Research, inContact has the highest product reliability in the business*
- 99.99% availability SLA
- We successfully process over 30 million calls a MONTH
- Geographic redundancy ensures uptime even in the event of a natural disaster
- Our dedicated Trust Office staff ensures the highest standards for security, availability and reliability

- 24/7/365 Network Operations Center
- SAS70 audited data centers
- PCI Compliant
- Safe Harbor Certified
- Change control policies, regular and timely patch management, disaster recovery planning and security training
- Geographically redundant databases using real time replication, encryption, HTTPS and SFTP

*Value Index for Agent Performance Management in 2010 by Ventana Research

Reduces Costs and Increases Profitability

- Have you up and running fast
- Make it possible to do business the way that works for you: at-home, globally, or from multi-site locations
- Enable the most productive and cost-effective agent arrangement
- Help you automate mundane service processes so you can focus on more important business activities
- Reduce your IT costs and eliminate technical hassles
- Seamlessly integrate with multiple in-house and commercial technologies, including CRM systems

About inContact

inContact helps contact centers around the globe create profitable customer experiences through its powerful portfolio of cloud-based contact center software solutions. The company's services and solutions enable contact centers to operate more efficiently, optimize the cost and quality of every customer interaction, create new pathways to profit and ensure ongoing customer-centric business improvement and growth. To learn more, visit www.inContact.com.