

**ABOUT INCONTACT**

inContact helps contact centers around the globe create profitable customer experiences through its powerful portfolio of cloud-based contact center call routing, self service and agent optimization 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.

**INCONTACT PLATFORM**

Our award-winning cloud contact center platform handles over one billion calls per year, with the highest published reliability in the industry. The inContact platform features ACD with skills-based routing, CTI, IVR with speech recognition, screen recording and dialer. Our agent optimization platform includes hiring, eLearning, workforce management, customer surveying with real-time feedback, quality management and reporting.

Our platform is also integrated with over 100 top CRM systems. This means you can seamlessly combine inContact's best-in-class platform with powerful CRM technology to create a loyalty building customer experience.

With our cloud-based solutions, you'll gain:

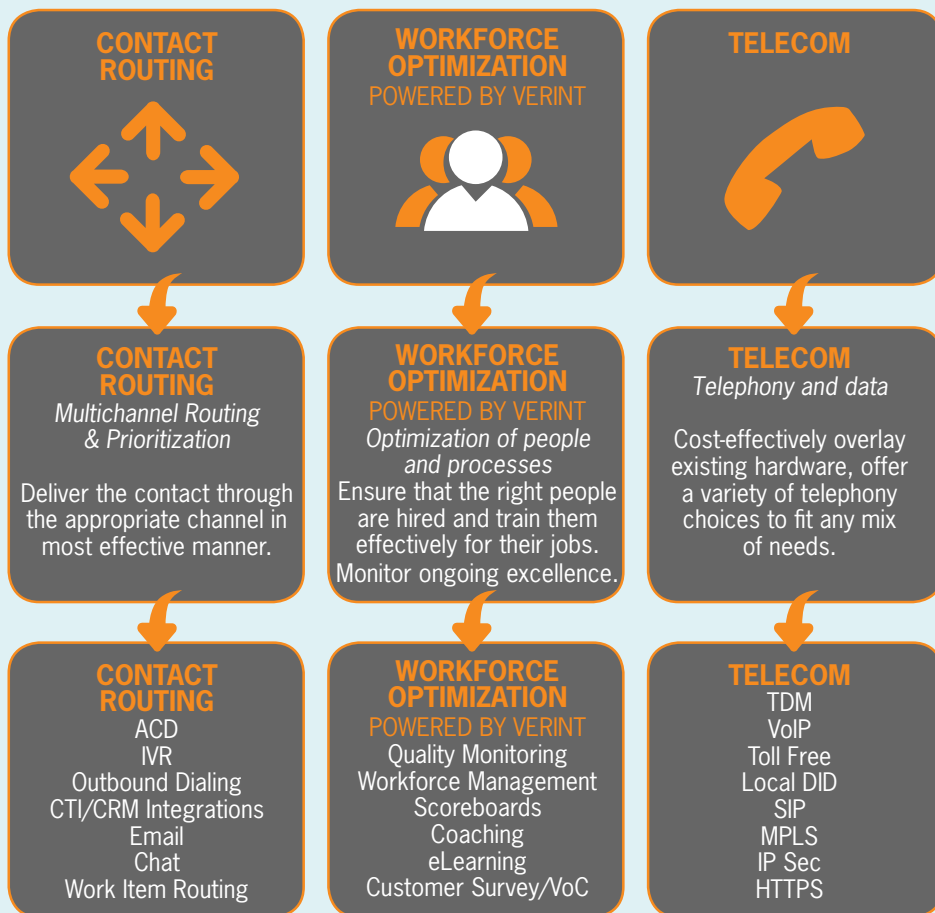
**Lower investment and operating costs**

With inContact, there is no upfront capital investment, no ongoing equipment maintenance or upgrade costs. In fact, some of our customers have reduced their total cost of ownership by as much as 58 percent.

**Greater flexibility and scalability**

Extend your contact center to any location (including at-home agents), and run multi-site contact centers with the ease and efficiency of a single site. You can also scale capacity to meet the ebb and flow of your business.

**POWERFUL, FLEXIBLE & CUSTOMIZABLE PLATFORM**



**Fortified redundancy and security**

Our network, data centers and databases are all redundant. There is no single point of failure to bring down your contact center and our security measures are monitored by a dedicated Trust Office staff.

**INCONTACT SOLUTIONS**

- ACD Software
- IVR Software
- CTI Software
- Network Connectivity
- Predictive & Blended Dialer
- ECHO Customer Survey
- Quality Management
- Workforce Management
- Screen Recording
- eLearning
- Real-time & Historical Reporting
- CRM Integrations

*“With inContact and Salesforce CRM, we have been able to buy a service instead of buying an asset. They do all the heavy lifting in terms of the technology, and that allows us to focus on using both platforms to help provide our customers with superior sales and service”*

—Chris Spear, Extra Space Storage, Inc.

*“It's all in one place. It's not multiple applications. One place to go to do what you need to do for the call.”*

—Max Schloemer, Mitchell International



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