

## ABOUT US

Our SpiceCSM Cloud Based Decision Tree Software uses Guided Process Workflows to present dynamic information to your support reps that will cut costs, minimize training, reduce agent turnover rates, and provide your call center or help desk with a better way to service and support your customers. Your business will benefit from improved First Call Resolution, lower training costs and requirements, easy cross-selling and up-selling, consistent delivery of service, and of course, really happy customers.

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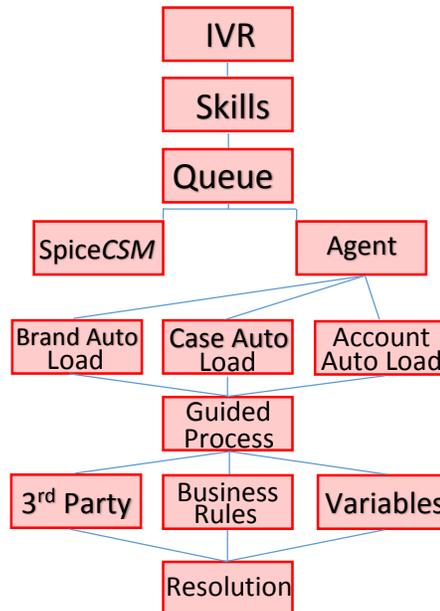
Potsdam, NY 13676

# An Integration Like No Other



SpiceCSM and inContact team up to provide you with an

## All-In-One Call Center Platform



### The Features That Matter

#### Dialing and Scripting Campaigns

Through the use of the inContact dialer, SpiceCSM can pull and list information from the individual campaigns. This will allow your agents to have a fully personalized, scripted process, and your customers will have the consistency that they deserve. Want to allow your agents to effectively work more than one campaign at a time? Now they can.

#### Reporting & Analysis

Use the advanced data porting functionality to pull call metric data from inContact into SpiceCSM, allowing advanced reporting capabilities. These include separating tenants from the single inContact business unit. Many clients to report on? No problem.

#### Click to Call

This functionality allows your agents to dial from within the customer CRM fields. Disconnected? No problem! Just select the highlighted number to initiate the outbound call.

#### Self Service

Why not have a guided process right on your own webpage for the 'do it yourselves'? But remember even they can get frustrated, so let's take it one step further. If they reach the point where they need help, let them have the options for customer support. The best part is, with the partnership of telephony and case management, we can escalate from the point the customer left off within the process directly to a live agent.

#### Real Time Queue Management

Give your Supervisors and Management team the ability to change the skill, priority and the agent from within the SpiceCSM application using the data pulled from inContact, real time. You choose when, what and who.

#### Event Injection

Using SpiceCSM's call back functionality, you don't need to worry about the timeline. When a customer is set to be reached again, SpiceCSM will push the event into the call queue for the next available agent. Let your customers know how valuable their time really is.

#### Contact to Case Association

No need to worry about what call to search for when reviewing a case. Now you can click an icon to listen to the call recording while reviewing agent steps. Individual call metrics are presented before you even listen.

#### The Power of Automation

Using the combined features of SpiceCSM and inContact, the call is automated from the moment it's dialed to its resolution. This process creates ease of use and speedy response time for your customers and agents alike. You can setup your agents based upon particular skills that they possess that match the processes created in SpiceCSM. The process of automation can tailor all customer interactions from sales and customer service to advanced technical support.