

SCREEN POP IN A DAY

Improve your customer experience in less than a day!

- ✓ Take advantage of existing infrastructure
- ✓ Improve agent performance
- ✓ Increase Customer Loyalty

One Month ROI!*

Featured Screen Pop Modules



System Monitor

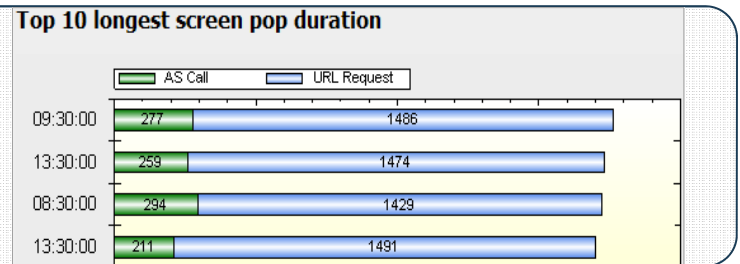
- Monitor CTI affected systems such as CTI, IVR, application servers, desktops & peripherals
- Receive conditional alerts of anomalies via SNMP, SMTP and Taskbar Notifications.

Machine IP	00:00-01:00	01:00-02:00	02:00-03:00	03:00-04:00	04:00-05:00	05:00-06:00	06:00-07:00	07:00-08:00	08:00-09:00	09:00-10:00	10:00-11:00	11:00-12:00	12:00-13:00	13:00-14:00	14:00-15:00
10.4.100.100	81%	80%	86%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
10.4.100.50	99%	99%	99%	99%	99%	99%	99%	0%	0%	0%	0%	0%	0%	0%	0%
10.4.2.25	91%	91%	91%	86%	80%	91%	86%	86%	81%	75%	80%	86%	80%	81%	91%



CTI Provision & Monitoring

- Deploy CTI to agent desktops Quickly and Easily
- Provide Screen Pop to thin client applications via ANI/DNIS and UUI fields
- Receive alerts of system degradation issues via screen pop duration measurement & monitoring
- Perform Custom actions per CTI message type



ZERO DISRUPTION!

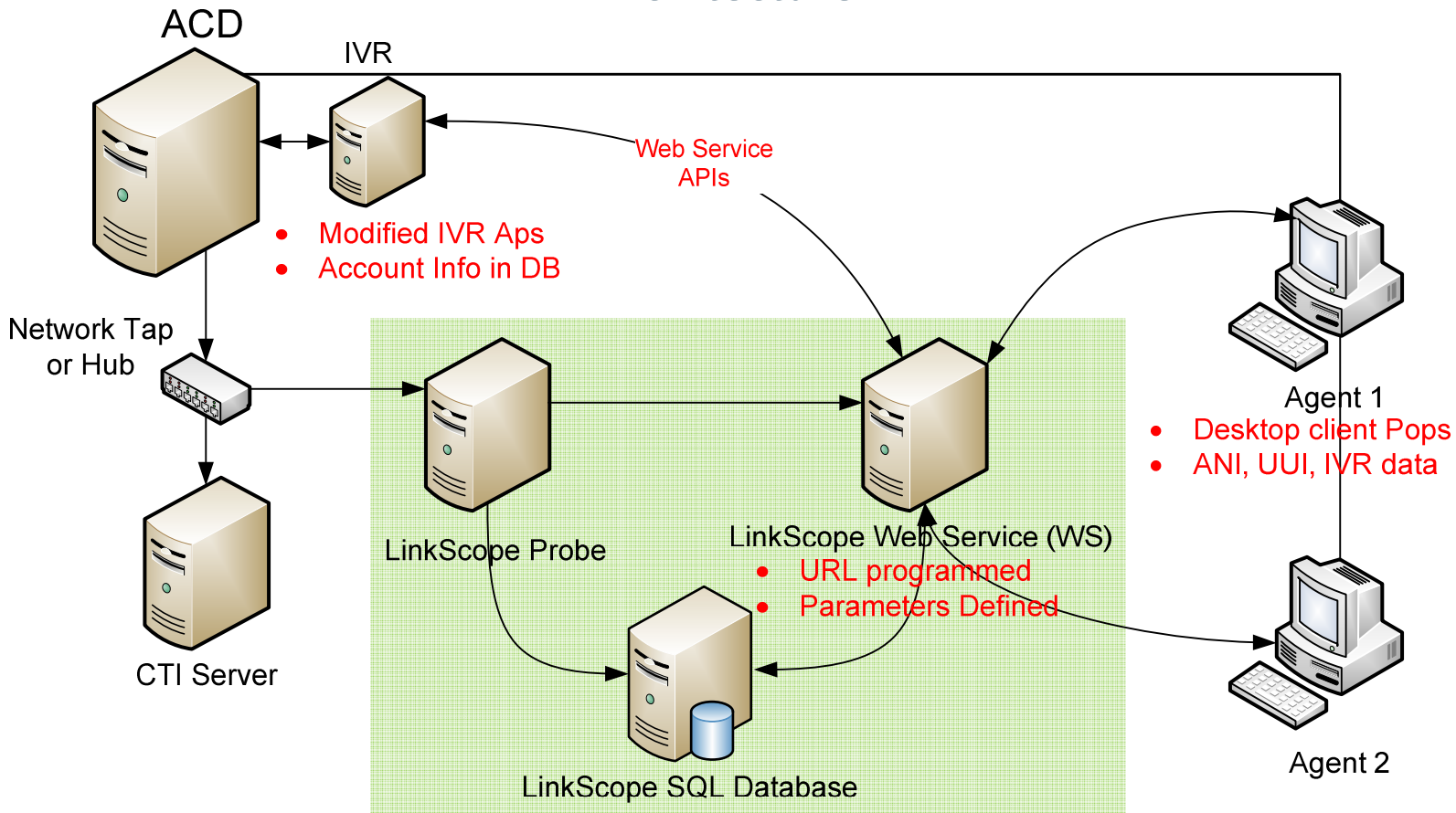
INSTALLS IN A WEEK!

“...That was easy! ... and my IT department loved the approach!”
Director of Customer Service - Mid West Utility

***Certain Prerequisites Apply**

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Architecture



How it Works

1. Configuration is set up in LinkScope
2. Call arrives at IVR and is being transferred to a queue
3. Prior to Transfer, IVR application does optional WS write to LinkScope
4. LinkScope monitors CTI events and transfers data to desktop client.
5. Desktop client invokes URL with optional parameters.

Note: * If the Contact Center uses a "NON-URL" based client, additional professional services are required to enable Screen Pops. Use of ANI, UII are automated.**