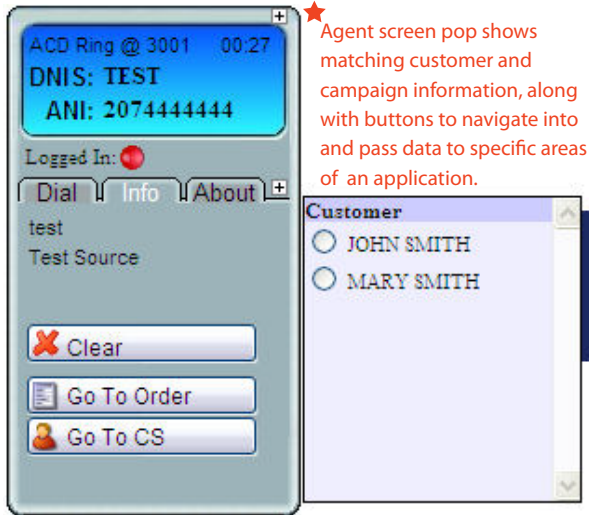




On-Line CTI™ integrates directly with your telephone system to allow seamless interaction between On-Line Call Center™ or other CRM systems, and your Sales Agent's telephone. When your telephone rings, On-Line CTI™ will read the number dialed by the Customer, and information from your existing caller database will automatically appear on-screen. These "screen pops" will also give your Sales Agent special Campaign information, allowing your Agents to stay up-to-date with offers and be more productive.



## On-Line CTI™ Features

Agent screen pop providing DNIS, ANI and any other relevant information we can match in a database lookup

Works with 3rd party web services to deliver real-time address and demographic information about the caller

Automatically loads the proper sales script based on the toll-free number called by the customer

Automatically loads customer and order history (for repeat callers) or sales order entry for new callers

Allows any phone number in the application to become hyperlinked for one-click dialing so that agents are quickly, accurately, and automatically connected

## Application Control

Dynamically configure what actions can be taken based on type of call or caller

Launch other desktop applications such as Act! or MS Outlook when receiving or making calls

Provide Agents with a fully moveable, docking, collapsible soft-phone interface with dial pad, ACD keys and real-time status display panel



## Call Control

ACD login and logout, available and unavailable (Do Not Disturb)

Ability to answer incoming calls and release calls

Dial number, transfer call, place call on hold, conference call and speed dial

★ Digit dial and common ACD functions are easily accessible from On-Line CTI™. Shown with optional On-Line Recorder™.